



Report is submitted by individual who has experienced or witnessed inappropriate behaviour

Report with contact details

1

Report triage

Reports are triaged using a screening framework and risk assessment checklist (Monday to Friday, 9am to 4pm) and the most appropriate manager will be identified to respond to the report. This is to correctly understand the information that has been presented and ensure there is the appropriate level of response, that is timely, and is overseen by the correct manager within the organisation. This will enable a consistent approach to all reports and help identify where there is a high risk of harm and what level of support maybe required for the reporter, anyone involved in the report and the manager that has been identified to respond.

2

Report reviewed

The report is sent to the most appropriate manager to review and address the issues. An information pack will be provided to support the manager in responding to the report, with supporting information pack (e.g. Risk checklist, Mutual respect policy, respectful resolution toolkit etc)

3

Reportee contacted

Most appropriate manager to contact the reportee via preferred method of contact and arrange to have a discussion.

4

Initial discussion

Most appropriate manager to have discussion with reportee to understand the report further.

5

Case assessment

Is Case Assessment framework required?

No

Informal steps to resolve e.g. feedback, reflection, mediation (respectful resolution toolkit can be used here to support resolution)

Issue resolved

R, S and L Platform updated. Report Closed.

Issue not resolved

Yes

Manager initiates case assessment process (see mutual respect policy). Report closed on R, S and L platform.

Anonymous report

A

Report filed

No detail provided that requires immediate action

B

Report filed

Information disclosed that requires action

Necessary action/s taken

Report, Support and Learn updated. Report closed.

Trend analysis using anonymised data

Undertake wider intervention and prevention work