



17 April 2019



Reference: OIA-2018/19-0471

Dear 

Official Information Act request relating to grievances and complaints

Thank you for your Official Information Act 1982 (the Act) request received on 6 March 2019, we apologise for the delay in responding. You asked a series of questions for the period 2014 to 2018, a response to each question is set out below:

How many (formal and verbal) personal grievances and workplace bullying complaints have been laid by current/former staff at the Department of the Prime Minister and Cabinet (DPMC).

There was one personal grievance recorded and five occasions when unacceptable behaviour was raised by a staff member.

Please provide a general breakdown of the nature of the personal grievances and complaints - for example workplace bullying, or sexual harassment, employment related (performance).

How many were resolved?

All of the cases were resolved. Two with records of settlement, two with written warnings. Two were resolved with the provision of either individual or team coaching support.

None of the cases alleged bullying or sexual harassment.

How many of the complainants (broken down by reason) left on sick leave/ stress leave /anxiety/ PG /resigned etc as a result of their case?

Both staff members' cases that were subject to a record of settlement resulted in resignations.

How many were offered exit interviews?

All departing staff are offered exit interviews, not all take them up.

How many took up an exit interviews?

In addition to a verbal exit interview option, in July 2018, we adopted an email option. In the last 12 months 38% of all staff offered have responded, however these are anonymised unless staff ask otherwise (which is rare).

What roles did each of these employees have at DPMC?

All staff were non-management, and worked in a variety of business units across the Department of the Prime Minister and Cabinet (DPMC).

How many still work for the DPMC?

None of the subjects of a complaint remain with DPMC. All of the complainants remain with DPMC with the exception of the staff member that lodged a personal grievance.

What role was the alleged bully in - eg manager, supervisor, another employee.

None of the cases involved an allegation of bullying.

Please provide a general breakdown of the nature of these complaints, per year?

There were two instances recorded in each of the 2015, 2017 and 2018 years. In order to protect the privacy of individuals, a further breakdown is withheld under section 9(2)(a) of the Act.

How many of those complaints were investigated internally by 'Human Resources'?

Five. In the sixth instance, resignation rendered an investigation unnecessary.

How many were made to an external organisation?

None.

How many were externally investigated?

None.

Please provide the outcome of all investigations.

Two were finalised with records of settlement, two with written warnings. Two were resolved with the provision of either individual or team coaching support.

Has the DPMC been made aware of any cases where suicide was a result of alleged bullying or was attempted/contemplated?

No.

Does the DPMC have a bullying policy?

Yes.

What is the threshold of behaviour that has to be met before a allegation/complaint is considered?

There is no threshold. Harassment, workplace bullying and discrimination are not tolerated within DPMC.

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response will be published on the DPMC's website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

Yours sincerely



Clare Ward
Executive Director, Strategy Governance and Engagement Group