

We all have a role to play in making our workplace a happy and healthy one. That means calling out behaviour that is not acceptable, even if it's not directed at us.



## Speak up and make a formal complaint

If you are unable to speak to the person or have tried that and the unprofessional behaviour continues, you can make a formal complaint. Make sure you document the incident or incidents. You can use the form on the intranet to prompt you.

- Talk to your manager, leader or Human Resources manager
- Email the note of behaviour form to your manager or leader
- Call the Health Integrity Line on 0800 424 888
- You also have the right to make a formal complaint to the Human Rights Commission ([www.hrc.govt.nz](http://www.hrc.govt.nz)).

## The role of your manager or leader in this situation is:

- Respond in a neutral, impartial and professional way
- Apply the principles of fair process
- Try to resolve the matter quickly and reasonably, if the behaviour is low level
- Outline how the issue will be dealt with
- Keep it confidential
- Keep records of conversations, meetings and interviews during the resolution process.



## If you're a witness...

### Get support

Speak to your manager or leader or talk to someone you trust. They could be a work colleague, a union representative or someone from the Employee Assistance Programme (EAP).

### Speak Up directly

If you are comfortable approach the person and speak to them directly about their behaviour and the impact it is having.

- Focus on the behaviour, not the person
- Be specific about the incident
- Ask the person to stop the behaviour. Be clear about why the behaviour is unreasonable or unwanted
- Keep your cool and be kind. They may not have done it intentionally.

### Speak Up indirectly

Ask your manager or leader to approach the person on your behalf. If the complaint is about your manager, speak to their leader or manager.

### Where to go for help

#### Contacts:

**The Employee Assistance Programme (EAP).**

Tel: 0800 735 343 - Someone is available 24/7

**The Health Integrity Line**

Tel: 0800 424 888.

This is a national, anonymous phone line answered 24/7. It is there for you to report any activities you're concerned about in the health system, including bullying and harassment



#### For more information:

Visit the Speak Up : Kaua ē Patu Wairua page on the Auckland DHB intranet.

Read the Harassment, Discrimination and Bullying Policy.

### The best medicine in times of stress

- Our Employee Assistance Programme (EAP) offers free counselling
- Your GP can also offer ways of dealing with stress.

# I'm a witness

