

Frequently Asked Questions about Emverio Workplace Complaints (EWC)

What is it?

It is an opportunity for your managers and your HR team to get back to their core functions. There are many resources (some listed below) that capture what the true cost of managing complaints are¹ in the workplace.

EWC provides an independent option run by complaint experts to manage your internal complaints at a fraction of the cost that it takes to manage complaints internally.

We will:

- Receive your employee complaints,
- Provide information and resources to your employees and encourage them to manage these complaints directly with you using the correct channels. This initial contact is designed to de-escalate potential complaints. These are referred to as enquiries. You will receive weekly reports on the number of complaints received and the type of issue complained about, and how we supported them to raise the issue with you.
- If they have attempted to do this, and / or it fails, and / or that allegation is more serious we will refer this complaint to a contact point in your organisation (that you provide us). These are referred to as level 1 complaints.
- If the matter is very serious (for example; whistleblowing, sexual harassment), then we refer that back to a second more senior authorised contact point in your organisation (that you provide us). These are referred to as level 2 complaints.

At all times you are in control of what is done with the information that is received, what information we provide your employees and how to manage the complaint.

Will EWC just go off and investigate the matter?

No. If you decide that the complaint warrants an investigation, you can either conduct that internally, or choose any provider that has expertise in the area needing investigation.

¹ Presenteeism, Absenteeism, Attraction, Retention, Training, Time spent, Lost profit; Journal of the International Ombudsman Association. 2013, Vol. 6 Issue 2, p83-94. 12p states; Workplace conflict appears to waste approximately 3 hours per week per employee, be directly related to costly turnover, and result in virtually avoidable legal fees; Dr Bill Dymont calculates it costs approximately \$10,000 per month for a team of 10 who are in conflict, <https://www.inc.com/brian-de-haaff/the-359-billion-problem-driving-your-project-under-the-radar.html>

Who are the people answering calls?

Our staff are located in Australia and are trained in complaint handling and workplace conflict management. The background of our staff includes; psychology, law, and counselling and are supervised by our Principal. You will always have a direct contact with a senior member of EWC to address any concerns that you have.

Our Database

Our CMS (Complaint Management System) is stored locally, in Australia, on a secure encrypted server and is backed up daily and weekly, including offsite backups.

How much does it cost?

We have a one off set up fee (cost us for more information) and a monthly subscription. You are charged by the number of calls that we receive. If you are worried about us receiving too many complaints and the cost, talk to us about how we can manage this for you.

Do I have to have a whistleblower policy?

Treasury Laws Amendment (Enhancing Whistleblower Protections) Act 2019 (Act) aims to encourage ethical whistleblowing and discourage white collar crime, while holding employers accountable for protecting eligible whistleblowers.

Companies that are required to comply with this legislation includes;

- Public companies;
- Large proprietary companies (characterised by having any two of the following: \$50+ million in consolidated revenue; \$25+ million or more in consolidated gross assets; or 100+ employees); and

The Act makes important changes to the *Corporations Act 2001* (Cth) and the *Taxation Administration Act 1953* (Cth) affecting almost all companies, including foreign corporations, trading or financial corporations formed within the limits of the Commonwealth, ADIs, NOHCs, super funds, and insurers. This means thousands of Australian employers will need to rapidly change their approach to whistleblowing.

Even if you don't have to comply with the legislation, we recommend that it sets the standard for best practice across all organisations.

I don't have a whistleblower policy – what do I do?

You need to get one. We provide our members with a draft policy that you will need to adapt to your industry and specific business needs.

I'm worried about our internal affairs being aired and that it will get out of control?

Think about us as your partner. An external department with a specific task. We are part of you, and we want your staff to be aligned with your intentions and purpose. We want to build



a long term relationship with you and provide a service that supports and adds value to your team. We are a trusted external partner designed to support your team manage complaints and who work with you directly, discreetly and aligned with your business values.

Understanding Connections