



## MANAGEMENT OF SEXUAL HARASSMENT COMPLAINTS

This [media article](#) provides a reminder of how toxic workplace behaviours can have prolonged or profound consequences and the importance of managing them well.

Key lessons surfaced during meetings between the GHSL and complainant reveal the need for organisations to ensure:

- **Training** Complaints handlers and decision makers are well trained and equipped with robust procedures; able to suspend any and all judgment, establish psychologically safe conditions and demonstrate humble enquiry.
- **Support** For all parties needs to be fair and equitable. Support must be provided in a timely and accessible manner, with consideration for the often enduring nature of harm experienced.
- **Communications** Are regular and continuous, ensuring all parties know who they can engage with, the status of the complaint, planned next steps and expected timelines.
- **Transparency** With all parties throughout the entire process on what information is to be shared with who, and what information is not to be shared and why.
- **Outcomes** The different options and pathways available and what can be expected within each are explained and the range of possible outcomes are understood, to enable informed decision making by all parties.

Guidance produced as part of the [Positive Workplace Cultures Programme](#) provides important references to further assist review and improvement of complaints or bullying and harassment policies and procedures. For any further information or support contact [liam.bourne@ghsl.govt.nz](mailto:liam.bourne@ghsl.govt.nz).