

Eleven Wentworth Chambers

Grievance and Complaint Framework

1. Eleven Wentworth (**Chambers**) has substantially adopted the Model Best Practice Guideline on Harassment, Discrimination and Bullying approved by Bar Council on 24 March 2022 in its Policy on Harassment, Discrimination and Bullying (the **Policy**). This Grievance and Complaint Framework is based on the Model Best Practice Guideline: Grievance and Complaint Framework approved by Bar Council on 24 March 2022.
2. The purpose of the Policy is to:
 - a. assist with the elimination and/or prevention of all forms of harassment, discrimination, vilification, victimisation and/or bullying on this Chambers, including through education;
 - b. promote the dignity and respect of every person in relation to all protected attributes;
 - c. record that this Chambers has adopted the Policy, including for the purposes of minimising the risk of liability associated with any contravention of the relevant laws;
 - d. provide a framework, and options, for dealing with alleged contraventions of the Policy;
 - e. operate in conjunction with and in furtherance of any other policies adopted by the New South Wales Bar Association;
 - f. clearly articulate the Chambers' attitude against harassment, discrimination, vilification, victimisation and/or bullying; and
 - g. promote adherence to all relevant laws including the *Legal Profession Uniform Law (NSW)* (**Uniform Law**) and the Legal Profession Uniform Conduct (Barristers') Rules (the **Barristers' Conduct Rules**).

INTRODUCTION

3. The purpose of this Framework is to provide prompt, effective and equitable means of resolving concerns about conduct that potentially breaches the Policy.
4. The Chambers is committed to ensuring that all persons raising concerns under the Policy are treated with respect and sensitivity.

APPLICATION

5. This Framework applies to all concerns raised under the Policy. It applies to:
 - a. Members (as defined in cl 6(e) below);
 - a. persons who work in the Chambers as employees, contractors or in other capacities including work experience students and volunteers; and
 - b. third parties including instructing solicitors, clients, witnesses, members or employees of other floors, other visitors, court and tribunal members and staff and other people present at the place of work or at work-related functions.

This Framework also applies to any complaint made in respect of the Parental and Extended Leave Policy, with such modifications as considered appropriate by the Respectful Relations Officers given the nature of any such complaint made in respect of the Parental and Extended Leave Policy.

6. In the Policy and this Framework, the following definitions apply:
 - a. **Affected Person:** a person who is the target or focus of conduct alleged to raise a concern under the Policy (namely, sexual harassment, harassment, discrimination, vilification, victimisation or bullying), who may or may not also be a Complainant.¹
 - b. **Bystander:** a person who:
 - i. has directly witnessed an incident that raises a concern under the Policy; and/or

¹ This Framework uses the term 'Affected Person' in place of the term 'the Targeted Person' in the Law Council of Australia *National Model Framework Addressing Sexual Harassment for the Australian Legal Profession*, December 2021.

- ii. has direct knowledge of an incident that raises a concern under the Policy, and includes any person in chambers to whom the conduct has been reported.
- c. **Complainant:** a person who makes a complaint under the Policy. The person may be an Affected Person or a Bystander.
- d. **Members:** Ordinary Members, Associate Members (including licensees and readers) and Honorary Members as defined in the constitution of Eleven Wentworth Ltd.
- e. **Respectful Relations Officers:** at least two nominated persons in Chambers, ideally of different genders, who have received training in complaint handling and receive reports from Complainants about potential breaches of the Policy.
- f. **Respondent:** a person alleged to have engaged in conduct that is in breach of the Policy.

CHOICE OF RESOLUTION PATHWAYS

- 7. The Chambers is committed to ensuring there are prompt, effective and equitable means to resolve concerns raised under the Policy.
- 8. To that end, the Chambers can facilitate a range of resolution pathways to resolve concerns raised under the Policy depending on the Complainant's election and the seriousness of the alleged conduct. These include:
 - a. Early intervention techniques;
 - b. Interim action;
 - c. Informal pathways including counselling and mediation (where appropriate);
 - d. Formal pathways including investigations leading to formal disciplinary outcomes, referral to external bodies, including the Office of the Legal Services Commissioner (**OLSC**), the New South Wales Bar Association, the Law Society of New South Wales, the Judicial Commission of New South Wales, Worksafe and the police, and remedial steps; and
 - e. External pathways including complaints and conciliation and other processes initiated

by organisations such as the Fair Work Commission, the New South Wales Anti-Discrimination Board and the Australian Human Rights Commission.

9. To the extent possible, the Chambers will support the Complainant's wishes to progress from one pathway to another, including by transitioning to a formal pathway after an informal pathway has been initiated.
10. However, there may be times when the circumstances mean that it is appropriate for the Chambers to take more formal steps to resolve the issue, such as a formal investigation or referring the matter to the police. Decisions to escalate issues will be made after consideration of the wishes of the Affected Person, the seriousness of the behaviour (including the likelihood the behaviour is a criminal offence) and any risk to the psychological and physical safety of the Affected Person and others, including any Bystanders.

EARLY INTERVENTION AT THE TIME OF CONDUCT THAT IS IN BREACH

11. All persons to whom the Policy applies are encouraged, and will be supported, to directly raise conduct of the Respondent that obviously breaches the Policy at the time of such a breach.
12. If acting at the time such behaviour is occurring, one of the following steps may be appropriate for either the Affected Person or a Bystander:
 - a. speak up in the moment and address the behaviour;
 - b. intervene in a way that is comfortable for the Affected Person and redirect the conversation or stop the behaviour;
 - c. if safe to do so, separate the Respondent from the situation; and/or
 - d. encourage the Respondent to reflect on their behaviour including by apologising to the Affected Person and any other person impacted.
13. If proposing to act immediately after the incident has occurred, a Bystander should speak to the Affected Person before doing so to ascertain their wishes. An Affected Person or Bystander may raise the issue directly with the Respondent immediately after the conduct but only if they feel comfortable and safe doing this.

14. The objective of early intervention is to let a person know their behaviour is offensive, to seek to have the behaviour stop and prevent escalation or repeat behaviour. Early intervention does not preclude further steps being taken.

REPORTING CONDUCT

15. All persons to whom the Policy applies are strongly encouraged to make a complaint or report any conduct which may breach the Policy. Such complaints may be made by Affected Persons and/or Bystanders. There will be no repercussions for those who report concerns in good faith.
16. Initial reports can be made to one of the Chambers' nominated Respectful Relations Officers. The Chambers' Respectful Relations Officers will receive complaints about any incident that has occurred that potentially breaches the Policy and there are no time limitations between the incident and reporting a concern in accordance with this Framework.
17. The Chambers' Respectful Relations Officers will take a record of the complaint which will be kept in a confidential file. This is intended to minimise the number of times that a Complainant is asked to retell their story (if at all) to multiple people in the Chambers.
18. Once a report has been made to one of the Chambers' Respectful Relations Officers, the range of resolution pathways will be discussed with the Complainant and subject to legal obligations, will only progress in consultation with, and with the consent of, the Affected Person.
19. If the Affected Person does not want a report to be pursued, subject to legal obligations, the complaint will be treated as if it was an anonymous report and the Complainant (if he or she is not the Affected Person) will be informed of this outcome but not the details of the discussions with the Affected Person (see for example, paragraphs 28 to 31 below).
20. If the Affected Person does want a report to be pursued, the report will be treated as though it was initiated by the Affected Person and the Complainant (who is not also the Affected Person) will be notified of this but not the details of the discussions with the Affected Person.
21. Complaints ought to be dealt with in a manner which is culturally competent having regard to the cultures of each person involved in any handling of a grievance.

COMPLAINTS AGAINST THE JUDICIARY

22. If a person is subject to or witnesses unacceptable conduct by a member of the judiciary in NSW, they may pursue the anonymous reporting and informal or formal reporting options outlined in this Framework. Informal or formal complaints may also be made via the NSW Bar Association's judicial complaint protocols. Further, formal complaints may be made to the Judicial Commission of NSW.
23. The NSW Bar Association has protocols in place with the Supreme Court of NSW and federal courts to facilitate the raising of concerns about members of the judiciary. Further details about these protocols are available on the NSW Bar Association website [here](#) and [here](#).
24. The Judicial Commission has published an information guide about the process which is available on its website [here](#). A flowchart illustrating how the complaints process works is available [here](#).
25. There is also information about the issue of judicial bullying in the [Handbook for Judicial Officers](#).
26. The Judicial Commission can only examine complaints about the ability and behaviour of current New South Wales judicial officers. A New South Wales judicial officer means: a magistrate; a judge of the District Court; a judge of the Supreme Court; a judge of the Land and Environment Court; the President of the Civil and Administrative Tribunal; and a Commissioner of the Industrial Relations Commission.
27. The Judicial Commission has no power to examine complaints against a retired New South Wales judicial officer, a tribunal member, a federal judicial officer, a legal practitioner, a court officer or a police officer.

ANONYMOUS REPORTING

28. An anonymous report can be made by any Complainant without identifying the Affected Person by contacting one of the Chambers' Respectful Relations Officers. Anonymous reports can also be made to the NSW Bar Association's Sexual Harassment Officer on 0427 317 958 or at sexualharassmentofficer@nswbar.asn.au, and online via the anonymous reporting platform, Spot: www.talktopspot.com/nswbar.

29. Once a report has been submitted on an anonymous basis to the NSW Bar Association's Sexual Harassment Officer, the person making the report can seek support and advice on an anonymous basis by speaking to the Officer via the Spot portal.
30. The recipient of the anonymous report may use this information to inform itself of trends and areas of concern and take steps to mitigate the risk of harassment, discrimination and bullying occurring. Chambers' Respectful Relations Officers who receive an anonymous report may inform the Board of Chambers of the fact of the report (without disclosing the identity of the Affected Person, the Complainant (if the Complainant is not the Affected Person) or the Respondent, any may report to the Board of Chambers trends and areas of concern and identify any steps that may be taken to mitigate the risk of harassment, discrimination and bullying occurring. However, an anonymous report cannot lead to an informal or formal resolution pathway.
31. Alternatively, either formal or informal complaints may be made to the OLSC. The Legal Services Commissioner will only investigate formal complaints. Informal complaints to the OLSC may be made by the Affected Person or a Bystander via [Elker](#).

INTERIM ACTION

32. Prior to engaging in informal or formal resolution pathways, the Chairperson of the Board of Chambers, in consultation with the Chambers' Respectful Relations Officers, may take interim action in the interests of health and safety of its members, employees, and contractors without making conclusions about whether the conduct occurred or whether it breaches the Policy. If the Chairperson is the relevant Affected Person or Respondent, then the next most senior member of the Board will exercise the Chairperson's functions under this clause.
33. Interim action could include arranging for persons not to interact with one another in Chambers or arranging for training or awareness raising activities for all members and employees of the Chambers.

INFORMAL RESOLUTION PATHWAYS

34. An informal resolution pathway is generally most appropriate for less serious potential breaches of the Policy. There will be no decision made about what did or did not occur, but rather the Respectful Relations Officers attempt to facilitate an outcome that is acceptable

to all parties.

35. If the Complainant elects to resolve their complaint informally, they will be given the choice of the following informal resolution pathways:
- a. the Respectful Relations Officer or Chairperson of the Board of Chambers speaking to the person alleged to have engaged in the conduct about their alleged behaviour and/or respectful behaviours;
 - b. a facilitated or mediated, open and respectful conversation between the parties at a location of their choice, or online;
 - c. where the alleged conduct occurred at a location connected to another organisation (for example, in a different Chambers, in Court or at an event held by a professional organisation), notifying the other organisation of the complaint being made (either on an anonymous basis or otherwise) and informing the other organisation of their obligations in respect of addressing harassment, discrimination and bullying;
 - d. requesting that system changes be put in place to prevent further issues, which request must be considered by the Board of Chambers; and
 - e. requesting the Chambers initiate further reviews to understand any underlying cultural issues and taking preventative action such as education or awareness-raising activities, which request must be considered by the Board of Chambers.
36. The Complainant may also wish to make an informal complaint to the OLSC via [Elker](#).
37. If the Complainant is content with the resolution achieved informally, the Respectful Relations Officers will consider the report finalised. If the Complainant is not satisfied with the resolution achieved, they can elect to engage a formal resolution pathway.

FORMAL RESOLUTION PATHWAYS

38. A formal resolution pathway conducted by the Chambers involves initiating a fair and confidential investigation aimed at establishing whether the complaint is substantiated and, where complaints are substantiated, ensuring there are proportionate disciplinary and appropriate remedial consequences. It is appropriate for (i) more serious alleged incidents, (ii) where an informal resolution pathway has not resulted in an acceptable outcome for a

Complainant or (iii) where a Complainant wishes to take formal action.

39. External referrals: Upon receipt of a complaint or on conclusion of the formal resolution pathway conducted by the Chambers, the Board of Chambers may consider whether to make any appropriate reports to the OLSC, New South Wales Bar Association, Worksafe and/or the police. The wishes of the Affected Person will be taken into account prior to making a referral and will only be referred with the consent of the Affected Person, as far as possible, considering mandatory reporting obligations.
40. Preliminary assessment: If a Complainant elects for a formal resolution pathway to be conducted by the Chambers, one of the Respectful Relations Officers will assess whether there are adequate facts to investigate the complaint and whether the alleged conduct falls within the definition and thresholds outlined in the Policy. The outcome of the assessment will be communicated to the Affected Person, the Complainant (if the Complainant is not also the Affected Person) and the Chairperson of the Board of Chambers.
41. Appointment of investigator: If one of the Respectful Relations Officers determines that there are adequate facts to investigate the complaint and the alleged conduct falls within the definition and thresholds outlined in the Policy, an investigator will then be appointed by the Chairperson of the Board of Chambers, in consultation with the Chambers' Respectful Relations Officers. This could be an experienced workplace relations barrister in a different Chambers or a specialised workplace investigator. The investigator will be independent and impartial and avoid all actual or perceived conflicts of interest. If the Affected Person believes the investigator is not impartial and independent, they should notify one of the Chambers' Respectful Relations Officers, in which case the Chairperson of the Board of Chambers, in consultation with the Respectful Relations Officers, will appoint an alternative investigator if a conflict or a perceived conflict exists. If the Chairperson is the relevant Affected Person or Respondent, then the next most senior member of the Board will exercise the Chairperson's functions under this clause.
42. Interview with the Affected Person: The investigator will ordinarily wish to speak to the Affected Person to ascertain further details of the incident(s) including who was involved, what happened, where the incident(s) occurred and whether there were any witnesses. The Affected Person will be offered a support person for this interview. A written statement of the Affected Person's account may be recorded by the investigator.

43. Notify the Respondent: The investigator will then notify the Respondent of the substance of the allegations in writing. A reasonable opportunity will be provided to the Respondent to respond either orally or in writing. The Respondent will be offered a support person. A written statement of the Respondent's account may be recorded by the investigator.
44. Obtain further evidence: The investigator may gather other relevant documentary evidence of a corroborating or other nature, and speak to other witnesses to ascertain their accounts of the incident(s).
45. Decision: The investigator will weigh up all the evidence and make a decision as to whether, on the balance of probabilities, the conduct occurred and whether it breaches the Policy. An investigator should assess the credit of the Complainant, the Respondent and any witnesses and determine whether the conduct is more likely than not to have occurred even where there is no documentary evidence and/or conflicting factual statements. The investigator's findings and decision are to be recorded in writing.
46. Outcomes: The Board of Chambers will consider the investigator's findings and decision and determine appropriate outcomes of the investigation. Where the Board finds conduct to have occurred in contravention of the Policy, the actions which the Board of Chambers may take include the following:
 - a. resolve that the Chairperson of the Board of Chambers advise the Respondent orally or in writing that the Board of Chambers has determined that the Respondent has contravened the Policy, that the conduct is unacceptable, and that it is to cease and not be repeated;
 - b. in a case where the Respondent is a member of staff employed by Chambers, resolve that appropriate disciplinary action be taken in accordance with law, which may include if the law so permits, mandatory training, oral or written warnings, suspension with or without pay, or dismissal;
 - c. in a case where the Respondent is a licensee or reader, resolve that the Respondent be suspended for a specified period which may not exceed 6 months, or that appropriate disciplinary action be taken in accordance with law, which may include if the law so permits, revocation of the licence or of the entitlements of a reader;

- d. in a case where the person the subject of the complaint is a Member other than an Ordinary Member, licensee or reader, resolve that the person the subject of the complaint be suspended for a specified period, which may not exceed 6 months, or that the membership is cancelled;
 - e. in a case where the Respondent is an Ordinary Member, resolve that the Respondent be suspended for a specified period, which may not exceed 6 months, or that a motion be put at a special meeting of Chambers, of which 14 days' notice is given, for expulsion of the Ordinary Member from Chambers;
 - f. with the consent of the Affected Person, resolve to notify the grievance to an external agency with jurisdiction to deal with such a complaint, such as OLSC, New South Wales Bar Association, Worksafe and/or the police;
47. If requested by the Respondent or an Affected Person, the Board of Chambers may give consideration to arranging for mentoring or counselling for that person.
48. If the Respondent or an Affected Person is a Member, and that person's ability to work has been impacted by the complaint or the conduct the subject of the complaint, the Board of Chambers may give consideration to offering support to meet rent or chambers fees for such period as determined by the Board of Chambers.
49. Report back: All parties involved will be kept informed to the extent possible. At the conclusion of the investigation and following the Board of Chambers' consideration of the investigator's findings and decision, the Chambers' Respectful Relations Officers will inform the Affected Person and the Complainant (if the Complainant is not also the Affected Person) of the outcomes arising from the investigation. This may or may not include a copy of the investigator's findings.
50. Review: Following the determination of a complaint, the Chambers' Respectful Relations Officers will consider whether the complaint reflects a systemic issue that requires further consideration and redress; and whether any element of the complaints handling, assessment or investigation process could be better managed in future complaints. The Chambers' Respectful Relations Officers may suggest improvements in response to systemic issues to the Board of the Chambers, without disclosing details of individual complaints.

51. Follow up: One of the Chambers' Respectful Relations Officers (or such other person as nominated by the Board of the Chambers) will follow up with the Affected Person and the Complainant (if the Complainant is not also the Affected Person) six months after the conclusion of the investigation to check they have not suffered any adverse consequences as a result of reporting the incident.
52. Time period: All investigations should be conducted within as quick a timeframe as possible and where possible within 90 days.
53. Document management: All documents and records associated with the report and investigation will be kept by the Respectful Relations Officers in a confidential file marked "personal and sensitive" that is not available for general access.

EXTERNAL PATHWAYS

54. A Complainant, in consultation with, and with the consent of, the Affected Person, may decide, at any time, to report the incident to an independent, expert body that may be able to assist the Chambers and the parties to reach an outcome or resolution, including the Australian Human Rights Commission, the Anti-Discrimination Board of the Fair Work Commission.
55. A Complainant, in consultation with, and with the consent of, the Affected Person, may at any time make a complaint to the OLSC or to the NSW Bar Association against a barrister for contravening a provision of the Barristers Conduct Rules including Rule 123 which prohibits barristers from engaging in conduct that constitutes discrimination, sexual harassment or bullying. Conduct that contravenes Rule 123 can amount to professional misconduct and/or unsatisfactory professional conduct within the meaning of Division 1, Part 5.4 of the Uniform Law.
56. Any complaints made against a barrister for contravening a provision of the Barristers Conduct Rules may result in an investigation of the complaint by the OLSC or the NSW Bar Association. Depending upon the outcome of that investigation, the barrister may face disciplinary action. The OLSC and the NSW Bar Association have an obligation to report to the police any person suspected on reasonable grounds to have committed a serious offence being an indictable offence.

57. Informal complaints to the OLSC may be made by a Complainant via [Elker](#).
58. The Australian Human Rights Commission deals with complaints made under Federal anti-discrimination laws, including the *Sex Discrimination Act 1984* (Cth), and the Anti-Discrimination Board deals with complaints made under the *Anti-Discrimination Act 1977* (NSW). The Fair Work Commission deals with complaints of bullying, discrimination and sexual harassment under the *Fair Work Act 2009* (Cth).
59. It is important to note that there are time limitations for lodging a complaint with external bodies, for example, within 24 months of the incident if you wish the Australian Human Rights Commission to assist for complaints relating to the *Sex Discrimination Act 1984* (Cth) and six months for other complaints.
60. Responding to issues through external pathways may include:
 - a. participating in mediated discussions;
 - b. parties agreeing to outcomes or resolutions, including compensation;
 - c. escalating the issues to a formal Court or Tribunal if the matter cannot be resolved by conciliation; and
 - d. findings and determinations by a Tribunal or Court that are usually made public.

CONFIDENTIALITY AND MANDATORY REPORTING OBLIGATIONS

61. The Chambers is committed to creating an environment where Members and other persons to whom this Framework applies, feel confident to talk about their experience of sexual harassment, discrimination and bullying and will maintain confidentiality as far as possible, limiting disclosure of information to those who need to know about it in order to resolve the complaint.
62. It may be necessary to disclose to the Respondent, other witnesses and the Board of Chambers aspects of the information reported in order to properly investigate or otherwise resolve the complaint and to afford procedural fairness.
63. Additional reporting obligations may also be triggered, depending on who a report is made to.

64. As designated local regulatory authorities, the OLSC and the Bar Council have an obligation to report to the police or other appropriate investigating or prosecuting authority any person suspected on reasonable grounds to have committed a '*serious offence*', being an indictable offence, and to make available to the police or other authority the documents or information relevant to the offence under their control. For practical purposes, the Bar Council may delegate the way in which the actual report is made, for example, to the Executive, the Executive Director or the Director of Professional Conduct.
65. Individuals may also have reporting obligations which are akin to mandatory reporting under s 316 of the *Crimes Act 1900* (NSW). Where a member of the Chambers knows or believes that someone has committed a *serious indictable offence* (including sexual touching and assault occasioning actual bodily harm), and that person knows or believes that he or she has information that might be of material assistance in securing the apprehension of the alleged offender or the prosecution of that the alleged offender for the offence, it is an offence to fail without reasonable excuse, to bring that information to the attention of the police or other appropriate authority. Failure to report to the police without reasonable excuse in such circumstances risks imprisonment for up to 5 years.
66. However, a person has a reasonable excuse if the information relates to a sexual offence and the alleged victim was an adult at the time the person obtains the information and the person believes on reasonable grounds that the alleged victim does not wish the information to be reported to the police or other authority: s 316(1A) of the *Crimes Act 1900* (NSW).
67. The most serious sexual harassment, harassment and bullying may also be considered an offence under criminal law. In that instance, a member of the Chambers may be required to refer the issue to the NSW Police. Further, if there is reason to believe that a person is a risk to themselves or others, the Chambers may need to notify the appropriate authorities, including the police. Depending on the wishes of the Affected Person, the Chambers will either contact the police directly or accompany the Affected Person to the police so that they can make the report themselves.

RESPECTFUL RELATIONS OFFICERS

68. As at the date of adoption of this Framework, the Chambers' Respectful Relations Officers are Stephen Free SC and Christina Trahanas.

OTHER POLICIES

69. This Framework, together with the Policy, replaces:

- a. the Appropriate Workplace Behavior Policy adopted 24 September 2020; and
- b. the Workplace Bullying Policy adopted 2003.

Adopted by the Board of Chambers

31 October 2022