**Formal Resolution Request**

This form will assist you in writing a resolution request, which will fully inform the Investigating Officer (IO) of the issues you are facing and the steps you have taken to informally resolve your complaint,

This document will be retained by the IO and ER representative. If your complaint contains allegations relating to a specific individual(s), a copy of this form will be sent to the individual/s against whom the complaint has been raised for them to respond.

1. **Personal Details**

|  |  |
| --- | --- |
| **Name** |  |
| **CID number** |  |
| **Date complaint submitted** |  |
| **Department** |  |
| **Line Manager** |  |

1. **The nature of the complaint**

In this section you should include:

* What or who your complaint is about
* The concerns you are raising, or the complaint you wish to make
* Examples and details of the events that have occurred/the issues or behaviour you are experiencing
* Dates, times and locations that the incidents took place (where possible/applicable)
* The names of any witnesses who were present. Character witnesses for either party are not to be included.

It may be necessary for the IO to speak to witnesses as part of their investigation; witnesses will be instructed to keep the matter confidential. You may contact witnesses to inform them you are naming them in your complaint as a witness. It is not appropriate to go into the details of your complaint with potential witnesses. When reviewing complaint, the IO will decide what if any witnesses they need to meet as part of their investigation as it may not be necessary to meet with everyone.

**Details of Complaint**

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1. **The steps taken by you to resolve the concerns**

**Please note, this section will not be shared with the individual(s) against whom you are raising the complaint.**

You are encouraged to try to informally resolve your issues before raising a resolution request.

Have you attempted:

|  |  |
| --- | --- |
| Raising the complaint informally with the person concerned? | Yes / No |
| Facilitated Conversation | Yes/No |
| Any other informal resolution? Please specify: |  |

If you have circled “yes” to any of the above, please explain what the outcome was.

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|  |

Have you sought advice or guidance from any of the following?

|  |  |
| --- | --- |
| Your line manager | Yes / No |
| Employee support contacts, i.e. Harassment Support Contacts; Confidential Care; Trade Union representative | Yes / No |
| HR | Yes / No |

1. **The outcome or remedy you seek**

Please explain what outcome or remedy you are looking for to address your complaint and/or resolve the situation.

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|  |

1. **Supporting documents**

If you have any documents that are relevant to your complaint, e.g. written evidence in support of your concerns/complaint, please include them as appendices.

1. **Reasonable Adjustments**

In this section, please outline any reasonable adjustments you may require participating in an investigation. Please also outline if you need support in accessing Occupational Health, Confidential Care or Policy advice.

**Declaration**

I give you my consent to proceed with this matter formally, and in doing so, I am aware that this document (excluding **section 3**), will be sent to the individual/s my complaint is against, to give them an opportunity to respond.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please send your completed form to a member of the ER Team. Contact details can be found on the [HR webpage](https://www.imperial.ac.uk/human-resources/about-us/contact-us/employee-relations-and-hr-policy/):