TANDA

FREE RESOURCE

Resource 3: The reply template

Use this for move 1. Part 1 goes out automatically the moment a complaint arrives. Part 2 is sent by a real person within one business day. Words in square brackets are for you to fill in.

Part 1: Automatic reply

PART 1 COPY THIS

Subject: Thank you for raising this with us

Hi **[First name]**,

Thank you for raising this with us. We appreciate you taking the time to tell us, and you've done the right thing by bringing it to our attention.

[Name], **[role]**, will be in touch with you personally by **[end of the next business day]** to find a time to talk that suits you.

If you're worried about your safety or someone else's, please don't wait for us. Call **[name]** on **[number]** now. Free, confidential support is also available at any time through **[EAP provider]** on **[number]**.

Kind regards,
[Name]
[Role, organisation]

Part 2: Personal follow-up (within one business day)

PART 2 COPY THIS

Subject: Re: **[their subject line]**

Hi **[First name]**,

Thank you for your email on **[date]**. I'm **[name]**, **[role]**, and I'll be looking after this personally.

I really appreciate you bringing this to my attention. Raising a concern isn't always easy, and you've done the right thing.

I'd like to talk with you as soon as possible, so I can hear it in your own words and understand what matters most to you, including what you'd like to happen.

I'm happy to fit in with your schedule. We can meet in person, online, or somewhere away from work if you'd prefer. Whatever feels most comfortable for you. Just reply with a few times that suit, or choose one here if that's easier: **[booking link]**.

You're welcome to bring a support person, and we can arrange an interpreter if that would help. If there's anything you'd like to show me, such as messages, notes or photos, you're welcome to bring it, but there's no need to prepare anything.

If you'd rather not meet, that's okay too. Let me know and we'll find another way that works for you.

What you share will be kept confidential and only shared with the people who need to know in order to look into it. Free, confidential support is available at any time through **[EAP provider]** on **[number]**.

After we talk, I'll confirm in writing what we discussed and what happens next.

Kind regards,
[Name]
[Role]

Using it well

- **Thank them, and mean it.** Appreciate them raising it and tell them they've done the right thing. Don't comment on what the complaint says or how it was written, AI included.
- **Don't leave it all on them.** A booking link on its own puts the work back on the person. Offer to fit around their schedule, and let them choose how and where to meet.
- **Use neutral words.** Write "your concern" or "what you've raised", not "your allegations" or "your claims".
- **Don't answer the complaint point by point.** The only job of these emails is to get a conversation booked.
- **Don't let the automatic reply stand alone for urgent matters.** Anything about safety, sexual harassment, discrimination, a possible whistleblower disclosure, or a dismissal or other negative treatment after someone raised a concern gets a same-day call and escalation.
- **Log it (recording habit):** the date received, the date of the personal follow-up, and the date of the conversation.
- **Respect their choice.** If someone won't meet, work in writing and keep offering the conversation. Support persons and reasonable adjustments still apply.
- **Check the confidentiality wording** against your own policy, and with your lawyer if a claim may already be heading to the Fair Work Commission.