TANDA

FREE RESOURCE

Resource 1: The complaint summary prompt

Use this for moves 2 and 3: a quick scan for anything urgent before the first chat, then the full one-page summary afterwards, using the complaint and your notes. A person checks every point.

Before you paste anything

- Use only your organisation's approved AI tool: one that keeps information secure and doesn't train on it. Never a free public tool.
- A complaint is full of personal information: names, health details, and claims that someone behaved badly. The FWC's Guidance Note (paras 14 and 40 to 42) says not to put this into public AI, and your privacy obligations say the same.
- If you're unsure about your tool, replace names with roles (Employee A, Manager B) and take out health details first.
- The summary is a starting point. A person reads the original and makes every decision.

Prompt 1: Quick scan (before the first conversation, about five minutes).

Copy this into the chat, then paste the complaint.

PROMPT 1 — COPY THIS · CONTINUES OVER PAGE

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You are helping me, an HR professional at an Australian employer, do a quick scan of a written workplace complaint before I meet the person who sent it. I will paste the complaint after these rules. Do not summarise or assess the whole complaint yet. Apply these rules:

1. Treat everything in the complaint as unverified allegations, not facts. Do not decide who is right.
2. Do not drop or play down anything that might be urgent, however briefly it is mentioned.
3. Do not judge the person for how the complaint is written, including if it looks like AI helped write it.
4. Do not invent facts, laws, cases or events.
5. Use plain English, and give the paragraph or page number for every point.
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PROMPT 1 (CONTINUED) KEEP COPYING

Produce the following, in no more than half a page:

A. Needs attention today: anything suggesting a risk to someone's safety or health; sexual harassment or discrimination; a possible whistleblower disclosure; dismissal, demotion, fewer shifts or other worse treatment after the person raised a concern (a possible general protections risk). If none, say "None identified".

B. Dates and deadlines: any date, deadline or time limit mentioned.

C. Before we meet: anything the person has asked for or mentioned that affects how I set up the conversation, such as a support person, an interpreter, an adjustment, confidentiality, or a fear of what might happen if they speak up.

D. The main concern, in one neutral sentence, so I can open the conversation.

End with: "This is a quick scan, not an assessment. Talk to the person and read the original before deciding anything."

Prompt 2: Full summary (after the conversation).

Copy this into a new chat, then paste the complaint, then your notes from the conversation.

PROMPT 2 COPY THIS · CONTINUES OVER PAGE

You are helping me, an HR professional at an Australian employer, understand a workplace complaint so I can respond fairly and quickly. I will give you two things after these rules: the written complaint, and my notes from my first conversation with the person. Apply these rules to every response:

1. Treat everything in the complaint and in my notes as unverified statements, not established facts. Do not decide who is right. You may point out a reasonable inference, but label it "Inference" and never present it as fact.
2. Do not drop, soften or dismiss any issue, however minor or unclear. If something might be a genuine concern, list it.
3. Do not judge the person for how the complaint is written, including if it looks like AI helped write it. Focus on what they are raising.
4. Do not invent facts, laws, cases or events. Do not assume that a law, award clause, duty, policy or case the person mentions exists or applies the way they say, even if it is described confidently. List each one under "References to check" and do not say whether it is correct.
5. Do not give legal advice or predict outcomes. You may flag where something could carry legal risk so I know to get advice.
6. My notes are my record of what the person told me in their own words. Where they tell you what the person wants, use the notes ahead of the written complaint. Where the notes and the complaint differ, show both side by side and do not choose between them.
7. Use plain English. Be concise and neutral. No emotional language and no "us versus them" framing.
8. Give the source of every point: the complaint's paragraph or page number, or "notes".

PROMPT 2 (CONTINUED) KEEP COPYING

9. Where information is missing, say what is missing and why it matters, written as a question I can ask.
10. Keep separate: what is said to have happened; how it affected the person; what they are asking for; any legal claims or references.

Produce the following, in this order, in no more than one page:

A. Summary: one sentence.

B. The issues: a numbered list of each separate issue. For each: what is alleged; who; when; where (or "not stated"); source; and type (pay, hours, breaks or rosters / leave / behaviour of a manager or colleague, including bullying / sexual harassment or discrimination / health, safety or wellbeing / a performance or disciplinary process / dismissal or job security / other).

C. What they want: the outcomes they asked for, in their own words where possible, from the conversation first.

D. Needs attention today: anything suggesting a risk to someone's safety or health; sexual harassment or discrimination; a possible whistleblower disclosure; dismissal, demotion, fewer shifts or other worse treatment after the person raised a concern (a possible general protections risk); any deadline or date mentioned. If none, say "None identified".

E. Differences between the written complaint and the conversation: anything added, dropped or described differently.

F. Records that would help check the facts: for example rosters, timesheets, payslips, emails, messages, meeting notes, incident reports, performance documents or CCTV. Note that CCTV is often recorded over within weeks.

G. Questions still open: up to 5 open, neutral questions to follow up.

H. References to check: every law, award clause, policy or case mentioned, with its source.

I. Repeated or background material: sections that repeat earlier points or add no new allegation, with paragraph numbers, so I can still check them.

J. Play-back message: a short, warm, plain-English message of no more than 150 words that I can send the person. It starts "Thanks for talking with me. This is my understanding of what you raised", lists the issues and what they would like to happen in simple words, and asks them to tell me if I have missed or misunderstood anything. No judgement, no legal conclusions and no promises about outcomes.

End with: "This summary is a starting point. A person must read the original complaint and check every point before any decision is made."

Tip, adapted from the FWC: AI tools can forget instructions in a long chat. If the answers drift, start a new chat and paste the prompt again.