



# The AIRR Model for Employee Complaints Checklist

Employee complaints can arise at any time. Ranging in scope from minor workplace hazards to serious incidents, such as sexual harassment, employee complaints must be dealt with appropriately. The AIRR Model outlines a comprehensive set of steps that can be followed to address any employee complaint.





## Acknowledge

- Inform the complainant that the complaint has been received.
- Triage the complaint by assessing its priority level and determining how it needs to be addressed.
- Create a formal investigation file, fill in all the relevant details and develop an investigation plan.



## Investigate

- Review the complaint and re-familiarize yourself with the incident.
- Determine the basic facts such as who, what, where, when and how.
- Collect any relevant evidence that might be useful in determining the validity of the complaint and how it should be addressed.
- Interview the complainant to obtain any details that were missing from the initial complaint. Ask additional questions to learn more about the incident.
- Interview others who may have been involved in or witnessed the incident. Interview the subject if there is one. Identify discrepancies between accounts.
- Conclude the investigation by determining if and how the incident occurred.





## Resolve

- Resolve the complaint by reviewing whether or not the incident occurred, how it occurred and how it should be addressed.
- Inform the complainant and other affected parties of the outcome of the investigation and how the complaint will be addressed.



## Report

- Summarize key facts for the investigation report to provide a concise review of how the investigation was conducted and what it revealed.
- Document the decision that was made by creating a report on the complaint itself, how it was received, how it impacts the company and the steps being taken to resolve the issue. Justify the course of action that was chosen.
- Follow up to ensure that the issue has been addressed fully.

