



HR POLICY AND OPERATIONS BUREAU

5. Staff Relations Division

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Overview

Human Resources Policy Division

Staffing & Classification Division

Locally Engaged Staff Division

Staff Relations Division

GENERAL

Delivery Standard

1. Office hours for HRE	0730-1700 (Operation) 0930-1530 (Core)	<input checked="" type="checkbox"/>
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CODE OF CONDUCT

Delivery Standard

1. Process forms signed by new employees	2 days	<input checked="" type="checkbox"/>
2. Requests for advice and guidance		
➔ Acknowledgement	2 days	
➔ Response	<i>Depends on complexity</i>	<input checked="" type="checkbox"/>

HARASSMENT COMPLAINTS

Delivery Standard

1. Acknowledge initial receipt	10 days	<input checked="" type="checkbox"/>
2. Mediation	<i>Within 60 days</i>	<input checked="" type="checkbox"/>
3. Investigation (if Mediation fails)	<i>Within 90 days</i>	<input checked="" type="checkbox"/>
4. Resolution (following completion of Investigation)	<i>Within 60 days</i>	<input checked="" type="checkbox"/>

DISCIPLINARY MEASURES

Delivery Standard

1. Acknowledge request from manager	2 days	<input checked="" type="checkbox"/>
2. Review and investigation		
➔ Routine	5 days	
➔ Complex	<i>Depends on complexity</i>	<input checked="" type="checkbox"/>