

**Senate Standing Committee on Economics**  
**ANSWERS TO QUESTIONS ON NOTICE**  
Innovation, Industry, Science and Research Portfolio  
Supplementary Budget Estimates Hearing 2011-12  
19 October 2011

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**AGENCY/DEPARTMENT:** COMMONWEALTH SCIENTIFIC AND INDUSTRIAL RESEARCH ORGANISATION

**TOPIC:** CSIRO EMPLOYEES

**REFERENCE:** Written Question – Senator Colbeck

**QUESTION No.:** SI-82

1. On approximately how many occasions would a CSIRO employee have written to Dr Clark with an allegation, concern or complaint in relation to due process and/or how they have been treated within the organisation?
2. What action does Dr Clark tend to take in those situations? Would she make contact with the employee down the track to satisfy herself that the issue has been resolved appropriately?
3. Can you assure us that there would have been no situation where Dr Clark would have referred the employee's complaint straight on to people in the area they were actually complaining about in the first place?

**ANSWER**

1. Dr Clark receives approximately 10 communications of this nature each year.
2. Dr Clark would typically refer the complaint in the first instance to an appropriate senior manager in the relevant business unit or enterprise services area. Dr Clark would not as a matter of course make direct contact with the employee but she would hold the relevant senior manager accountable for dealing with the complaint in accordance with CSIRO Policy.
3. CSIRO Policy is that complaints are referred to a senior manager with responsibility for the area involved. Where that manager is the subject of the complaint or has had involvement in the complaint, the request is sent to an appropriate senior manager in another part of the business. There have been cases where the manager to whom the case was initially referred has become the subject of a further complaint, necessitating re-direction of the matter as described above but in no case has a matter been referred to the subject of a complaint in the first instance.