# Warning Letter

The following letter template(s) should be used as a guide only. Any wording changes, other than those to insert a business name, may change the context, meaning or purpose of the policy. We recommend you receive advice from the Victorian Chamber of Commerce and Industry prior to making such changes.

## Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced workplace relations advisors can assist members with a range of employment, human resources and industrial relations issues.

Our experienced workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Workplace Relations Advice Line on (03) 8662 5222.

Disclaimer

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[INSERT DATE]

PRIVATE AND CONFIDENTIAL

[NAME]

[STREET ADDRESS]

[SUBURB] [STATE] [POSTCODE]

DEAR [NAME]

**FIRST WRITTEN WARNING**

I refer to our meeting on **[INSERT DATE]** between **[INSERT ATTENDEES]**, which was held to discuss matters relating to your conduct/performance **(DESCRIBE OVERALL STANDARD/EXPECTATION THAT HAS BEEN BREACHED)**.

We have carefully considered your responses and as a consequence, this letter serves as a formal first written warning. Your performance and conduct in relation to the **[INSERT OVERALL STANDARD/EXPECTATION]** is unacceptable.

During this meeting several issues were raised in relation to your **PERFORMANCE/CONDUCT**, which included the following:

**INSERT ISSUES, E.G. 1. COMPLAINTS RECEIVED FROM CLIENTS REGARDING YOUR INABILITY TO RESPOND TO THEM IN A TIMELY MANNER / FAILURE TO RAISE THESE COMPLAINTS WITH YOUR MANAGER**

**E.G. 2. FAILURE TO PROCESS THE MINIMUM NUMBER OF 25 SALES ORDERS PER WEEK / FAILURE TO ADVISE YOUR SUPERVISOR THAT YOU WERE NOT PROCESSING THE MINIMUM ORDER NUMBER PER WEEK**

You were provided with the opportunity to provide your account of the situation, which included the following responses:

Insert responses, e.g. 1. You find it hard to prioritise differing clients’ needs

E.g. 2. You have had difficulties accessing the database, but you noted that you did not raise these with your manager and no other staff have experienced the same issues

**OR (IN CASES WHERE NO REASONS ARE GIVEN)** you were provided with the opportunity to respond to these concerns and you were unable to provide any specific reason for this.

**OPTION FOR PERFORMANCE ISSUES – [INSERT COMPANY NAME]** will support you reach the required standard by assisting you with the following actions:

**INSERT SUPPORT OUTCOMES, E.G. 1. ATTENDANCE AT A TIME MANAGEMENT COURSE**

As part of this formal review process, you agreed to undertake the following improvement actions:

**INSERT OUTCOMES, E.G. 1. PROVISION OF ACCURATE, CURRENT, PROFESSIONAL AND TIMELY SERVICES TO CLIENTS / ANY CLIENT ISSUES OR CONCERNS ARE RAISED WITH YOUR MANAGER IMMEDIATELY UPON RECEIPT**

**E.G. 2. PROCESS A MINIMUM NUMBER OF 25 SALES ORDERS PER WEEK AND IF YOU EXPERIENCE ANY ISSUES WITH ACCESSING THE DATABASE YOU ARE TO NOTIFY YOUR MANAGER IMMEDIATELY**

Your compliance with each of the above actions will be formally reviewed in four weeks **(OR AN ALTERNATIVE AND REASONABLE TIME FRAME GIVEN)** time on **[INSERT DATE]**. We expect to see an improvement in your performance in each of the areas outlined above. Please be advised that should your performance not improve, further disciplinary action may be taken against you, which may include the termination of your employment. We trust that you will respond positively and that further disciplinary action will not be necessary.

Please do not hesitate to contact me should you have any questions.

Yours sincerely,

**[MANAGERS NAME]**

**[MANAGERS TITLE]**

**CC: HUMAN RESOURCES (IF APPLICABLE)**