

Grievance Policy

We are committed to promoting a healthy and productive work environment. The grievance process is an important tool to achieve this goal and applies to all employees and managers.

The policy serves to provide a mechanism for the resolution of complaints, grievances or problems raised by employees in relation to human resource management and employment related matters.

These procedures emphasize an approach to attempt to resolve the matter quickly and directly with the parties involved through informal facilitation and discussion. However, it also provides the ability for you to refer your issues to a manager or other appropriate individual if you cannot resolve it yourself or if you don't feel comfortable doing so.

Process to follow:

- You as the employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
- To start the formal grievance the complainant must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance. The more details the easier it will be for the manager to seek to understand and resolve. You should then bring the matter to the attention to their manager. If you have to bring it to the managers attention verbally in the first instance, that is okay but please follow up with some confirmation in writing.

- **Once brought to the attention of a manager - The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues. Procedural fairness is crucial**
- **If the grievance still can't be resolved, the manager who has looked into the complaint will then refer it to the most senior manager for consideration and a final decision. Note: A grievance taken to this level must be in writing from the employee.**

