Grievance Policy

**Introduction**

While **COMPANY** endeavours to provide a workplace free from incident, on occasion there is a requirement for employees to seek guidance and support in the resolution of grievances associated to their employment.

This policy is intended to facilitate conversations with the goal of resolving disputes, either with or without the assistance of management.

**Purpose**

The purpose of this policy is to ensure that employee grievances are resolved appropriately and in a timely manner.

**Scope**

This policy applies to all employees of **COMPANY**.

**Informal Complaints**

The company encourages all employees to attempt to address issues in the first instance on a one to one basis, where possible, and ask that any employee that is offended highlights the reason for this with the person causing the offence. The company also asks that any individual that is approached in this manner that they are respectful and acknowledge their colleagues’ position and seek to resolve the matter appropriately.

If this does not work or is not a suitable approach the employee should approach their manager or a suitable member of the management team for assistance.

Some informal complaints may need the support of management to find a resolution. In this circumstance the manager will facilitate a conversation between the relevant parties to allow the matter to be discussed. The goal of addressing matters in this way is to avoid unnecessary offence and to ensure that the matter is resolved quickly.

Although this is an informal process it is important that both parties maintain professionalism and act in a manner that is dignified and respectful to their colleague, manager and the company.

In an informal review the manager will not issue findings but will confirm in writing the details of the meeting to both parties. If the employee making the complaint is dissatisfied with the informal process, there may be a requirement for the matter to be addressed through the formal process.

**Formal Complaints**

All formal complaints must be submitted in writing to IDENTIFY POINT OF CONTACT – MANAGER / HR.

At that point management will initiate an investigation into the matter. The employee raising the complaint will be interviewed and the person responding to the allegation will then be interviewed. Both parties will be invited to their meeting in writing and will have the right to representation. (HIGHLIGHT WHO IS APPROPRIATE AS PER COMPANY POLICY – USUALLY COLLEAGUE AND UNION REPRESENTATIVE) The documentation gathered during the investigation should be shared between the relevant parties.

The manager conducting the investigation will then review all of the information available, including witness statements and supporting documentation and having consider the facts available they will provide an outcome to both parties.

Both parties have the right to appeal the findings of the formal process.

In the event that a significant breach of policy identified, the matter may be referred by the investigating manager to another member of the management team for disciplinary review prior to a formal outcome being issued.

The company commit to conducting the process in a timely manner, however if the matter is delayed by any more than two weeks from the first meeting both parties have the right to request an explanation for any delay from the investigating manager.

**Terms of Reference**

The matter under review will be restricted to the detailed submitted in writing by the employee raising the grievance. This will be clarified by the investigating manager and no other complaints will be heard until this matter is concluded

**External Investigation**

In the event that there is a clear conflict of interest between the management and the person raising the grievance, the investigation into the complaint may be referred to an external organisation for review.

**Mediation**

At the conclusion of the grievance process the management will request the parties to enter into mediation, however this is not a mandatory process. Mediation is seen as the first step in rebuilding the relationships between the relevant parties and is strongly encouraged.

**Abuse of Policy**

Any abuse of this policy, including false or vexatious complaints, may be referred for disciplinary review. If an allegation under these terms is upheld it could be considered an act of Gross Misconduct resulting in dismissal from employment in line with the company Disciplinary Policy.

**Relevant Policies**

Disciplinary Policy

Bullying & Harassment Policy