E 6 Employee Grievances and Disputes

# Grievance Policy

If a person working for [business name] (the Company) genuinely and reasonably believes they have been subject to some disadvantage, or unfair or inappropriate treatment at work due to some form of inappropriate conduct by one or more other person in the workplace, they can raise a grievance and expect that it will addressed in a fair and reasonable manner.

This policy explains how to raise a grievance and how the Company will respond.

The policy does not form part of the terms and conditions of any contract between the Company and any person working for it. Our compliance with this policy does not affect any obligations owed by us under those contracts.

Nothing in this policy prevents us from acting in relation to any misconduct or alleged misconduct committed by a person working for the Company.

If the grievance relates to workplace bullying, unlawful discrimination or sexual harassment, it may be more appropriate to make a complaint under those policies.

General Principles

This business is committed to dealing with any grievance as promptly and confidentially as possible, professionally and with sensitivity.

A person who raises a grievance will not be subject to any disadvantage in their relationship with this business by reason of doing so.

When responding to a grievance, the Company will ensure the aggrieved person is not subject to discrimination, victimisation or harassment for raising the grievance.

Grievance Procedure

1. Raise the grievance informally

An aggrieved person must first raise the grievance with their manager. If the grievance concerns that person, the grievance may be raised with the employee’s next most senior manager or Human Resources.

The grievance should be discussed on an informal basis. The manager may involve other persons in that discussion if they believe that involvement will assist in the resolution of the grievance (taking into account the views of the aggrieved person as to whether that involvement might assist).

1. Formalise the grievance

Where the grievance cannot be resolved through informal discussion, the aggrieved person may formally ask the Company to take action to resolve the grievance.

Formalising a grievance requires the aggrieved person to detail the grievance in writing, stating relevant facts and outlining what the aggrieved person seeks in order to resolve the grievance.

1. Resolve the formal grievance

A suitable person should be appointed to resolve the formal grievance. This must be a person who can act fairly and impartially. Ordinarily, this would not be a person responsible for the day-to-day management of the aggrieved person. It may include a suitably qualified external consultant.

The person appointed to resolve the formal grievance will generally afford the aggrieved person a fair and reasonable opportunity to provide information relevant to resolving the grievance.

This might involve:

* convening a conciliation or mediation involving the aggrieved person and other relevant parties;
* undertaking an investigation to determine whether the facts alleged as part of the grievance are substantiated; and
* issuing a recommendation to the Company to implement certain measures to address the grievance.

Frivolous or Vexatious Grievances

If a person makes a grievance without a genuine belief in the truth of the matters they are reporting, they may be subject to disciplinary action.

Related Policies

* Code of Conduct
* Privacy Policy
* Statement of Ethics
* Whistleblower Policy
* Workplace Behaviour Policy
* Workplace Bullying Policy

If you have any questions regarding this Policy, please contact [contact name and details].