

## STAFF GRIEVANCE POLICY

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### SCOPE

This policy applies to staff employed at the service and the committee.

### BACKGROUND AND RELEVANT LEGISLATION

#### Background

From time-to-time, individual employees may have grievances related to their employment that need to be resolved to maintain positive working relationships. All parties to a grievance should try to resolve the matter informally through discussion, proceeding to formal processes only if this does not succeed. The enterprise agreement and industry awards in operation at the time will provide further guidance on the process to be followed.

### POLICY STATEMENT

The service aims to maintain a harmonious work environment. This policy aims to assist staff and management to resolve staff grievances effectively and to the satisfaction of all concerned.

The service is committed to addressing staff grievances in a prompt and effective manner. The rights of employees will be respected in the grievance process. Both the employer and employee will abide by their obligations under any relevant industrial award or agreement.

The aim of this policy is to ensure that grievances are resolved by discussion between the parties. The employer recognises that, from time-to-time, individual employees may have grievances that need to be resolved in the interest of good relationships.

### PROCEDURES

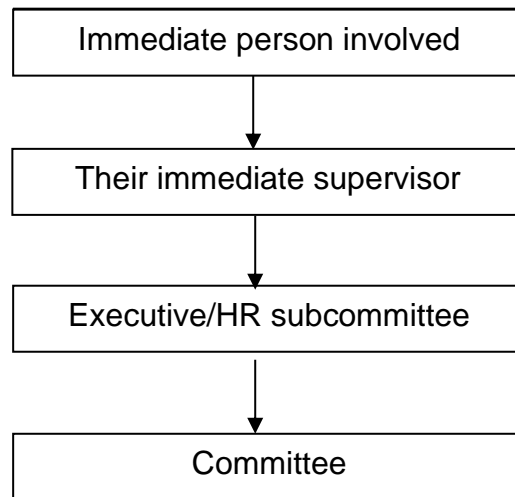
- Confidentiality is to be respected all times. Information about a grievance will not be disclosed or discussed outside of the grievance procedures, except as required by law.
- A staff member who has commenced a grievance process may withdraw and stop the process at any time without penalty.
- No staff member will suffer any personal or professional disadvantage because they decide to pursue a grievance in accordance with this policy and procedures.
- Employees may elect to have a support person of their choice present as a witness at any meetings or interviews. This may be a union representative if this is consistent with a relevant federal award or industrial agreement.
- Until the grievance is resolved, work shall continue as normal unless there is a clear threat to any employee's health, safety or wellbeing.

### STEP 1: DIRECT RESOLUTION

Staff members who wish to raise a grievance should, in the first instance, attempt to resolve the issue directly with the person/s involved.

### STEP 2: LINE MANAGEMENT

If matters are not resolved, or the staff member is unwilling to raise it with the person/s involved or with the line manager, the staff member should raise their grievance with the next level of management as set out below. Staff will move through each level only if they consider that their grievance has not been resolved.



### **STEP 3: ROLE OF EXECUTIVE/ HR SUB-COMMITTEE AND COMMITTEE**

- Meeting with all relevant parties to objectively listen and understand grievance.
- Working with the relevant parties to identify options and outcomes to resolve the grievance.
- Adhering to Fair Work principles and ensuring that all parties are treated fairly and reasonably.
- Determining the best course of action for the relevant parties and HRK as a community to resolve the grievance.
- Following up on the course of action to ensure that the grievance is fully resolved. If it is not fully resolved, taking further action as required.

### **STEP 4: RESOLUTION AND DOCUMENTATION**

When a grievance is resolved, the relevant parties will be notified accordingly. Where it is considered appropriate to document outcomes of a grievance procedure, it will be placed on the employee's personnel file and a copy given to the employee. Any such documentation will be destroyed after a period of 12 months if no further related issues arise.

### **KEY RESPONSIBILITIES AND AUTHORITIES**

- The committee is responsible for approving any changes to this policy.
- The staff are responsible for raising grievances in line with this policy.

### **EVALUATION**

To assess whether the policy has achieved the purpose set out in the policy statement above, the committee will review this policy every two years, and obtain feedback from staff as part of this review process.

### **AUTHORISATION**

This policy was adopted by the Approved Provider of Home Road Kindergarten on 7 December 2021.

**REVIEW DATE: OCTOBER 2023**