



GRIEVANCE HANDLING POLICY - STAFF



OVERVIEW

At TeamKids (“**the Company**”), we aim to foster good relations amongst employees and between employees and management. We acknowledge that the enjoyment you experience in your job is reflected in how well you work and how well you relate to your colleagues and customers.

We also acknowledge that situations can arise at work that may sometimes cause you to feel aggrieved. These situations can arise from the behaviour or decisions of management or other employees.

The purpose of this policy is to allow you to have such situations, referred to as grievances, addressed internally in a timely and confidential manner.

A grievance can be about anything done or not done, by management or another employee or employees, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination, harassment, or any other employment-related decision or behaviour that you think is unfair, unjust, or upsetting.

This Grievance Handling Policy outlines the procedures you should follow to submit a grievance and outlines the company’s steps to resolve your grievance. As this policy imposes an obligation on the Employer, those obligations are not contractual and do not give rise to any contractual rights. The procedures outlined in this Policy are general guidelines only.

WHAT ARE YOUR OPTIONS IF YOU HAVE A GRIEVANCE?

There are three options to consider if you have a grievance being:

- **Deal with the matter informally.** A grievance can be dealt with informally by approaching the person causing the problem if you feel comfortable doing so. You can tell them that their behaviour, decision, actions, etc., was unfair, offensive, discriminatory etc., and why you believe this to be so. The person may have been unaware of the effect of their behaviour or decision on you. By telling them, you will give them a chance to redress the situation. This may not be appropriate in some cases, particularly if you do not feel comfortable speaking to the person.
- **Speak to your manager.** If you do not want to speak to the person directly, you can talk to your manager about your grievance. They will tell you what your options are. With your agreement, they may approach the person and speak to them informally about your grievance. Alternatively, you may decide to make a formal complaint.
- **Make a formal complaint.** If you decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to your manager. You may have a support person attend the meeting with you when you report the complaint. The written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s), the names of any witnesses, your signature and the date of the complaint. Following this, an investigation will be conducted.

HOW WILL YOUR GRIEVANCE BE HANDLED?

Grievances will be handled per the following:

- Grievances will be treated with the utmost confidentiality. It is important that you also maintain confidentiality.
- Any grievance will be taken seriously, handled impartially, and any steps taken will follow the principles of procedural fairness.
- Employees who raise grievances are protected from victimisation.
- Grievances will be dealt with promptly, taking into account all of the circumstances, and
- you may have a support person with you at any stage of the process.

THE INVESTIGATION

Where a grievance cannot be resolved informally, and an investigation is required, or where an investigation is required due to work health and safety obligations, the matter will be investigated by the HR Manager or other such appropriate Manager or external investigator the Company deems appropriate.

If the HR Manager feels that there is a reason why they should not conduct the investigation (e.g., they may be a friend of the person complained about), then another senior Manager will lead the investigation.

During the investigation, you will first be interviewed, following which witnesses, the person against whom the complaint is made, and that person's supervisor will be independently interviewed. Both you and the person against whom the complaint is made may have a support person present when the interview is conducted.

- If the complaint is substantiated, the appropriate action will be taken (see below).
- If the complaint is unfounded, you will be given an explanation as to why that finding was made.
- If the complaint is found to have been completely fabricated or vexatious, appropriate disciplinary action may be taken against you up to and including termination of employment.

WHAT ARE THE OUTCOMES?

If the investigation reveals that your complaint is valid, several actions may be taken, depending on the nature of the complaint.

The person against whom the complaint is made may be required to give you a written apology; they may be issued a written warning, counselling, transfer, demotion, or maybe subjected to disciplinary action up to and including termination of employment.

If the investigation is inconclusive, i.e., the complaint cannot be proved due to lack of evidence, or the conduct is not sufficiently serious to justify disciplinary action, the Company may take a number of actions. These may include training of all staff and monitoring behaviour of all staff.

If the complaint is found to have been completely fabricated, appropriate action may be taken against you per the Disciplinary and Termination Policy, including counselling, a written apology to the person complained about, an official warning, transfer, demotion, or disciplinary action up to and including termination of employment, depending on the seriousness of the circumstances.

OUTSIDE AGENCIES

If you are not satisfied with how your grievance was handled, you have the option of reasoning your complaint with an outside agency, such as the Australian Human Rights Commission or the relevant State Anti-Discrimination Board and other bodies.

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