

GRIEVANCE POLICY AND PROCEDURE

1.0 POLICY

1.1 Great Southern Group Training Inc is committed to providing a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously. An essential part of developing that environment is ensuring that employees (includes staff) are encouraged to come forward with their grievances in the knowledge that the responsible supervisors will take appropriate action to address those grievances. Grievances that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced performance and productivity.

1.2 This policy applies to all forms of grievances.

1.3 Grievance resolution is an integral part of supervisor's duties. Each supervisor has a duty to identify, prevent and address problems in the workplace.

1.4 This policy is complimented by Great Southern Group Training Inc's Code of Conduct, which provides guidance on expected standards of behaviour.

1.5 Any staff member or employee (employee includes apprentices and trainees) may lodge a grievance.

2.0 PROCEDURES

Preliminary Action

2.1 Before initiating the grievance procedures, complainants are encouraged to try to resolve any grievance directly with the person/s concerned. If this is not appropriate or possible, the complainant should precede to Step 1 of the grievance procedures.

2.2 A staff member or employee should raise their grievance with the person concerned as soon as possible.

Step 1 – Talk to immediate supervisor

2.3 Where the complainant has been unable to resolve the complaint themselves, they should take the matter up with their immediate supervisor. Where the grievance involves the supervisor, the staff member or employee should refer the matter to the supervisor's supervisor.

2.4 The supervisor should address the grievance with a view to resolving it expeditiously.

2.5 Following resolution of the grievance, the supervisor should monitor the situation for a period of time.

2.6 In any action taken, the supervisor should ensure procedural fairness for all parties involved, including informing the respondent of the allegations made against them and providing them with the opportunity to respond.

Step 2 – Referral to General Manager

2.7 If the complainant believes the grievance has not been resolved to their satisfaction during step 1, they can refer the matter to the General Manager, who may request the grievance in writing. The General Manager should attempt to resolve the matter within 2 weeks of receiving the grievance and should follow similar procedures outlined in Step 1. Complaints received in writing to the General Manager or Board of Management shall, except otherwise provided for in these procedures, be recorded and placed in a file known as the Complaints Register.

Step 3 – Referral to Board of Management

2.8 If the grievance remains unresolved, it may be referred in writing to the Board of Management, by the complainant, supervisor or General Manager.

2.9 After giving due consideration to the grievance the Board of Management may do one or more of the following:

1. If the complaint is not within the scope of the organisation's provisions for misconduct or unsatisfactory performance the Board of Management may:
 - i. refer the complaint back to the relevant manager with advice, for resolution; or
 - ii. initiate an investigation in to the matter. This may involve seeking advice from external agencies; or
 - iii. Seek to resolve the matter directly.
2. If the complaint is within the scope of the organisation's provisions for misconduct or unsatisfactory performance, follow the appropriate disciplinary procedures.

2.10 Any determination made by the Board of Management in accordance with Step 3 of these procedures with regard to the grievance will be final.

Appeals

Notwithstanding, where the complainant feels there has been a breach of State or Commonwealth legislation, the complainant may take their complaint to the appropriate authority.

3.0 OUTCOMES

Outcomes could include:

- the complainant gaining a better understanding of the situation and no longer being aggrieved;
- the complainant receiving a verbal or written apology;
- the respondent receiving a verbal or written reprimand;
- one or both parties agreeing to participate in some form of counselling;
- disciplinary action where Great Southern Group Training Inc's policy or the Code of Conduct were found to have been breached, and/or where misconduct or unsatisfactory performance has occurred.