

Grievance Policy

ATC Work Smart 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/managers 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.

- This policy applies to all forms of grievances
- Grievance resolution is an integral part of supervisor's/managers duties. Each supervisor/manager has a duty to identify, prevent and address problems in the workplace.
- The Policy is complimented by ATC Work Smart's Code of Conduct, which provides guidance on expected standards of behaviour.
- Any staff member or employee (employee includes apprentices and trainees) may lodge a grievance.

Before initiating formal 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 meet with their direct supervisor/manager to discuss the grievance. If the matter is not resolved at this point, a complainant can complete a formal Grievance Report initiating a procedure that will see the matter investigate further.

Procedure:

1. The CEO has the right to modify this procedure to meet the needs of the specific grievance
2. The Grievance Report along with any other supporting evidence or documents are to be provided to management as soon as practicable.
3. The Supervisor/Manager will begin to investigate the matter and will aim to respond within 5 days, informing the employee of the progress.
4. Supervisor/Management will treat all correspondence in strict confidence with fairness and objectivity
5. A meeting of all parties may be called to discuss aspects of the grievance and to discuss what avenues are available to assist in resolving the issues.
6. Parent/ guardians may be invited to attend formal discussions
7. Where a grievance cannot be resolved and the completion of the employment/training contract is at risk the grievance may be taken to the Apprenticeship Office.

Referral to Board of Management

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

If the grievance is not within the scope of the organisation's provision for misconduct or unsatisfactory performance the Board of Management may:

- Refer the grievance back to the relevant manager with advice, for resolution, or
- Initiate further investigation into the matter. This may involve seeking advice from external agencies

Any determination made by the Board of Management with regard to the grievance will be final.

Outcomes

Outcomes may include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved.
- The complainant receiving a verbal or written apology
- One or both parties agreeing to participate in some form of counselling
- Disciplinary action where ATC's policy or the Code of Conduct were found to have been breached, and/or where misconduct or unsatisfactory performance has occurred.
- The matter being referred to the relevant State or Federal authority or an Independent conciliator/mediator.