

	Complaints & Grievances Policy	People & Culture
	Version 2.1	<7 pages>
Target audience:	<ul style="list-style-type: none"> All internal and external employees, independent contractors, volunteers such as work experience students and others working at RGF Staffing APEJ (RGF) sites 	
Contact person:	Meredith Menzies, People & Culture	
Policy owner:	Mark Graham, People & Culture	
Related Standards:		Related Guidance documents:
<ul style="list-style-type: none"> Code of Conduct Anti-Bullying Policy Discipline & Misconduct Policy Workplace Diversity Policy 		<ul style="list-style-type: none"> Health & Safety Commitment Statement
Effective date:	Updated as per:	Modification:
01-06-2019	14-04-2022	Format change to RGF template, and consequent minor amendments
Approved by:		Approved on:
Chief People Officer and Chief Legal & Risk Officer		June 2019
<p>Group Policy compliance</p> <p>Primary responsibility for adherence to this Policy resides with the SBU Unit CEO. Local laws and regulations supersede this policy. Should this policy be found to be in contradiction with such regulations, it is the CEO's responsibility to immediately inform the General Counsel of this matter. This policy supersedes all local company policies. Should a local policy contradict this policy, it is the CEO's responsibility to align the local policy with this policy.</p>		

0. TABLE OF CONTENTS

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I. PURPOSE OF THE POLICY

The objective of this policy is to establish responsibilities and expectations in the making and handling of complaints and grievances.

II. SCOPE OF THE POLICY

This policy covers RGF People, meaning:

- **Employees** who are employed to do work directly for RGF at RGF sites;
- **Employees** who are employed to work directly for RGF's clients;
- **independent contractors** (or representatives of independent contractors) who are engaged to provide services directly to RGF; and
- **volunteers or other site based people** such as work experience students, exchange workers and employees of our clients who work from RGF sites.

III. COMPULSORY ITEMS

This policy applies to all people working for RGF Staffing APEJ as defined above.

IV. GOLDEN RULES

- RGF believes in creating a positive and respectful working environment.
- From time to time there may be disagreements in the workplace and it is critical that these issues are approached in a constructive manner.
- Use this policy to help you make a complaint in relation to discrimination, harassment, bullying or victimisation.

V. GLOSSARY

<Provide definitions of key terms and abbreviations used throughout this Policy.>

Official term	Explanation
...	- ...

Introduction

RGF believes in creating a positive and respectful working environment for all RGF People. This philosophy is reflected in our values and our Code of Conduct, and our other policies.

From time to time there may be disagreements in the workplace. This policy sets out how we can assist you to resolve these issues in a constructive manner. This may include escalating issues and/or making a formal complaint or grievance.

Expectations and Responsibilities

At work, you can expect in accordance with this policy and RGF's Workplace Diversity and Anti- Bullying policies to:

- be treated with dignity and respect, and not be subjected to harassment, discrimination or bullying
- make a complaint and be heard
- have your complaint dealt with in a manner that is timely, sensitive and fair
- not be subjected to victimisation or retaliation if you make a complaint

At work, you have the responsibility to:

- treat all others with dignity and respect, including all other employees, independent contractors, clients, suppliers and visitors
- comply fully with RGF's policies about appropriate workplace behaviour
- make complaints only in good faith
- take all reasonably practicable steps to care for your own health, safety and welfare and that of others
- not spread rumours or gossip about a person
- maintain confidentiality of the complaints and grievances process

At your RGF workplace, your manager along with your RGF consultant, if you are based at a client site, must do their best to;

- take all reasonably practicable steps to protect the health, safety and welfare of employees and other people in the workplace
- lead by example and model appropriate workplace behaviour
- respond promptly to any incidents of behaviour outside of RGF's values or Code of Conduct and related policies
- treat all complaints seriously and confidentially
- offer support to all parties – e.g. offer access to the Employee Assistance Program
- seek assistance from People & Culture in dealing with complaints as appropriate

While we will consider how the person making the complaint would like it to be dealt with, RGF has an obligation to properly investigate complaints and grievances, and to deal with them appropriately in the circumstances, which may mean that your complaint is dealt with differently to how you would prefer.

Making a Complaint or Raising a Grievance

Please follow the steps below for resolving complaints and grievances relating to work or the work environment. This includes issues relating to unfair treatment, discrimination, harassment, bullying or any other inappropriate behaviour or workplace issue.

Step One

Ask the person to Stop Try to resolve the issue directly by meeting with that person and discussing the complaint or grievance as soon as possible. Wherever possible, directly inform the other person that you feel their behaviour is inappropriate, explain why their conduct was unfair or inappropriate and request that it stop.

In some situations, the behaviour or issue may have arisen without the person concerned realising what they have done. Discussing the issue directly with the person gives them an opportunity to stop or change what they have been doing.

If this does not resolve the matter or you do not feel comfortable approaching the person directly, then go to **Step Two**.

Step Two

Tell RGF about the issue. If you work in RGF locations, you should inform your manager as soon as possible. If you work on RGF client sites, you should inform your RGF consultant as soon as possible. You should inform your manager as soon as possible. You and your manager/consultant should discuss ways to resolve the issue.

If you do not feel comfortable dealing with the issue directly with your manager (for example if the complaint directly involves your manager) then your next level of manager may be able to assist (see Step Three).

Step Three

Speak to your next in line manager (your manager's manager or your RGF consultant's manager) or a more senior manager or to People & Culture.

You can use the Complaints/Grievances Form to record details of your complaint. You may be asked to put your complaint in writing or to complete this form if you have not done so already, to assist RGF in understanding your complaint.

When making a complaint, you will need to provide relevant facts. Details provided should answer the questions: Who? What? When? Where? How? Why?

Where possible, you should also identify anything you have done to try to resolve the issue and/or how you believe the issue could or should be resolved.

If you do not feel comfortable talking to your next in line manager then please contact People & Culture. There may also be some cases where People & Culture will handle the complaint rather than the next in line manager. See Serious Complaints below.

Support Persons

Any employee involved in the Complaints & Grievances steps, as outlined above, will be given a reasonable opportunity to have a support person of their choice present during any discussion.

Where you wish to have a support person present, you should ensure that you advise the proposed support person's name and role to any other participants before the discussion.

Serious Complaints

In some circumstances, complaints may be made of a serious nature that, if substantiated, may lead to disciplinary action being taken against another person. Such complaints may involve a breach of RGF's policies and/or the Code of Conduct & Values.

Where such serious complaints are raised, an investigation into the alleged inappropriate behaviour may be conducted by the relevant manager and/or People & Culture team member.

All complaints will be treated seriously and will be kept confidential to the extent practical in order to investigate and take appropriate action and to the extent permitted by law.

For very serious or systemic issues, you may choose to invoke the Whistleblower Protections (refer to RGF's Whistleblower Policy).

Can I make an anonymous complaint?

Complaints may be made anonymously. However, making an anonymous complaint may limit our ability to investigate or deal with the matter or to communicate with you about RGF's response.

Making an anonymous complaint means lodging a complaint without you disclosing your identity to anyone (including not disclosing your identity to the person receiving the complaint). To make an anonymous complaint, you should refer a written complaint to the appropriate person without disclosing your name or contact details.

If you do disclose your identity at any point during the process, the complaint will no longer be anonymous.

Employee Assistance Program

RGF can provide you with access to an Employee Assistance Program (EAP) which offers confidential support from external counsellors. For more information about accessing EAP, contact:

- your direct manager or People & Culture; or
- your RGF consultant (if you are working on a client site)