



GRIEVANCE RESOLUTION POLICY

PC05

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Policy Type:	People and Culture Policy		
Policy Owner:	Chief Executive Officer		
Policy Custodian:	People and Culture Manager		
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Purpose

The purpose of this Grievance Resolution Policy (Policy) is to outline the resolution pathways available at West Daly Regional Council (Council) should staff members experience or witness unacceptable or unlawful behaviour in the workplace. This includes acts of discrimination, harassment or bullying and a breach of policy or legal obligation that applies to Council’s business operations.

Scope

This policy applies to all employees, contractors, volunteers and visitors on council premises, engaged in Council-related activities, or operating council vehicles and equipment.

Policy Statement

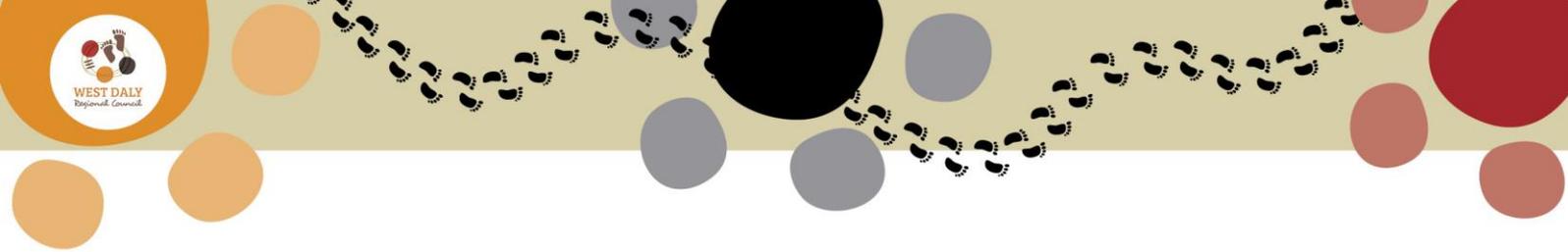
The Council makes all necessary efforts to foster a workplace where there is no tolerance of discrimination, harassment or bullying behaviour at all times.

1. Principles

- 1.1. Fairness: All grievances will be managed impartially and confidentially.
- 1.2. Transparency: The process for resolving grievances will be clear and communicated to all employees.
- 1.3. Support: Employees will receive appropriate support throughout the grievance process.
- 1.4. Compliance: All procedures will comply with the Local Government Act 2019 (Act) and other relevant legislation.

2. Reporting a Grievance

- 2.1. Employees are encouraged to resolve grievances directly with the person involved where possible.



- 2.2. Employees are encouraged to discuss the issue directly with the person involved, if they feel comfortable doing so.
- 2.3. If direct resolution is not possible or appropriate, employees should raise the grievance with their direct line manager or supervisor.
- 2.4. If the grievance involves the direct line manager or supervisor, it should be escalated to the next level manager or supervisor and the People and Culture Manager
- 2.5. If concerns relate to harassment, bullying or discriminatory behaviour, staff members should have a confidential discussion with the People and Culture Manager about how to deal with the concern.

3. Formal Resolution

- 3.1. **Lodging a Grievance:** If the issue is not resolved informally, the employee can lodge a formal grievance in writing to their Manager or Department Executive.
- 3.1. **Acknowledgment:** The Manager or Department Executive will acknowledge receipt of the grievance within five working days and are responsible for dealing with the complaint and grievance initially.
- 3.2. **Escalation to People and Culture Manager:** If the Department Executive determines that further action or investigation is necessary, they will escalate the grievance to the People and Culture Manager.
- 3.3. **Investigation:** The People and Culture Manager will conduct a thorough investigation, which may involve interviewing relevant parties and reviewing documentation.
- 3.4. **Resolution Meeting:** A meeting will be held with the involved parties to discuss findings and possible resolutions.
- 3.5. **Outcome:** The People and Culture Manager will provide a written outcome of the investigation and proposed resolution to CEO for an approval.

4. Grievances Involving the CEO

- 4.1. Grievances concerning the CEO should be submitted in writing directly to the Mayor.

5. External Investigation

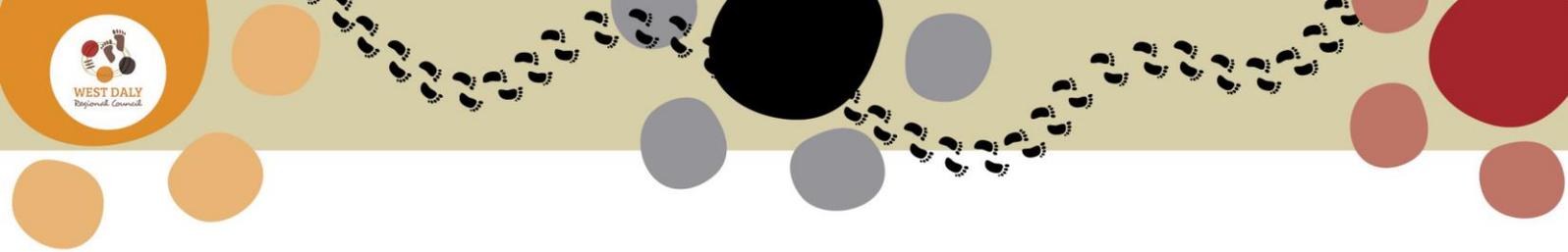
- 5.1. When a grievance is made directly to the CEO, it may be referred to the relevant Directorate or HR for resolution if deemed appropriate.

6. Employee Support during Investigation

- 6.1. Employees who are stood down during an investigation will continue to receive pay and other entitlements.

7. Mediation

- 7.1. Mediation may be used as a form of complaint resolution, and employees may be directed to participate in this process.
- 7.2. The Council engages the services of an external Employee Assistance Provider and Mediator who can provide free and confidential counselling and mediation services.



8. Outcomes of Grievances

- 8.1. If a complaint is substantiated, actions may include but are not limited to, termination of employment.
- 8.2. If a complaint is unsubstantiated due to lack of evidence but concerns remain, actions such as continued monitoring, mediation, a formal apology, or training may be implemented.
- 8.3. Vexatious or fabricated complaints will not be tolerated, and disciplinary action, including termination, may be taken against the employee raising such grievances, depending on the seriousness of the allegations.

9. Appeal

- 9.1. If the employee is not satisfied with the outcome, they can appeal in writing to the CEO within ten working days of receiving the outcome.
- 9.2. The CEO or a designated representative will review the appeal, potentially conduct further investigation, and meet with the involved parties.
- 9.3. The CEO will issue a final decision in writing within 15 working days of receiving the appeal.

10. Compliance

- 10.1. The Council will comply with the requirements of the Act and other relevant legislation. Improper conduct, including corrupt conduct, misconduct, and unsatisfactory conduct, will be referred to the Independent Commission Against Corruption NT as required.

11. Contact Information

- 11.1. For further information or assistance, employees should contact the HR department.

12. Roles and Responsibilities

- 12.1. Employees: Raise grievances promptly and participate in the resolution process.
- 12.2. Managers: Assist in resolving grievances initially and support employees throughout the process. They are also responsible for documentation, file organisation, and record-keeping of the complaint at the initial stage of the complaint and attempts of its resolution.
- 12.3. Department Executives: Handle formal grievances initially and determine if escalation to the People and Culture Manager is necessary.
- 12.4. People and Culture Manager: Manage escalated grievances, conduct investigations, and ensure timely resolution.
- 12.5. CEO: Oversee the appeals process and ensure a fair and final resolution.

References

- *Fair Work Act 2009*

- *Work Health and Safety (National Uniform Legislation) Act 2011*
- *Local Government Act 2019*

Definitions

In the context of this policy, the following definitions apply:

Term	Definition
Employees	Includes staff, contractors, and volunteers.
Complaint	An expression of a grievance, dissatisfaction or concern.
Workplace Investigation	A confidential and formal fact-finding process.
Grievance	A matter that has arisen from an individual's employment and is grounds for a complaint. Grievances can arise due to work-related behaviours, acts, situations, incidents, omissions, or decisions, which may include but are not limited to situations of equal employment opportunity, assault, discrimination, harassment, or bullying.

Related Documents

- PC01 Employee Code of Conduct

Review History

Version No.	Approval Date	Policy No.	Policy Name	Minutes ref./resolution no.
3.0	30/01/2019	HR12	Grievance Resolution Policy	013/2019
4.0	23/05/2024	PC05	Grievance Resolution Policy	OCM-2024/46 ID: 24943

Endorsement

Signature:	
Date:	23/05/2024
Name and Position:	Mark, Blackburn, A/Chief Executive Officer