

Grievance Resolution Procedure for Internal Employees

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1. Purpose

Company Commitment

The Company is committed to providing a supportive work environment where employees feel satisfied that their concerns can be dealt with appropriately.

With that in mind, this *Grievance Resolution Procedure for Internal Employees* has been designed to emphasise the importance of employees and management taking responsibility for resolving disputes in the workplace in a timely and professional manner.

The purpose of this procedure is to provide a fair process for employees to raise a complaint or inquiry subject to applicable workplace law entitlements as follows.

- Fair Work Act 2009
- WorkCover and OHS instruments
- Company policies and procedures
- Any other applicable legislative instrument

This procedure is to be used in conjunction with the following company policies and procedures:

- Respectful Workplace Conduct Policy for Internal Employees
- Code of Conduct for Internal Employees
- Drug and Alcohol Policy
- Workplace Health and Safety Policy

There are an established range of outcomes, such as an apology, transfer, disciplinary action or dismissal.

2. Related Documents

Policy	NAT APOL 128	<i>Respectful Workplace Conduct Policy for Internal Employees</i>
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3. Definitions

The **Company** in this Procedure refers to Bayside BWE and the entities and trading names operating within the following brands:

- Acclaimed Workforce
- Balpara
- Bayside Group
- NineWire

and any other entity which the Directors may from time to time assign to the Company.

Supervisor is anyone who has an employee directly reporting to them.

Employee is anyone who is an internal employee howsoever employed by the Company including an apprentice, trainee, work experience student, volunteer, contractor or any other person performing work or services for or on behalf of the Company. On-hired Employees are covered in a separate procedure.

4. General Principles

The Company is committed to dealing with any grievance as promptly and confidentially as possible, professionally and with sensitivity.

An Employee who raises a grievance will not be subject to any disadvantage in their relationship with the Company by reason of doing so.

When responding to a grievance, the Company will ensure the aggrieved Employee is not subject to discrimination, victimisation or harassment for raising the grievance.

5. Responsibilities

5.1 Employees

All Employees have a responsibility to provide a supportive and productive work environment. It is everyone's responsibility to treat others with respect and dignity and give everyone a fair chance. In the case of a grievance, dispute or concern it is the Employee's responsibility to follow this Procedure.

5.2 Supervisors and Managers

Supervisors and Managers are accountable for the implementation of this Procedure and where necessary to enforce it.

6. Guidelines for Employee Grievance Resolution

6.1 Employee Resolution

Employees are encouraged to discuss their grievances or concerns directly with the person who has inflicted the grievance. Employees should inform the person they have a grievance with, that they find their behavior unacceptable and in breach of one of the Company's policies (if it is a discrimination, harassment or bullying or other issue directly prohibited by the Company's policies) The majority of problems should be resolved without further escalation. Dealing with problems at their source is the quickest and most efficient way to resolve them.

If the circumstances are such that it may be uncomfortable for an Employee to express the grievance or concern directly to the person/s involved, they may proceed to the next stage.

6.2 Resolution by Immediate Supervisor

If the grievance cannot be resolved in the first instance, the Employee should speak to their direct Supervisor about the grievance. This should be done within five (5) working days of the grievance or concern having occurred or of the Employee becoming aware of the problem.

The direct Supervisor must attempt a satisfactory resolution to the concern in a timely manner.

If the circumstances are such that it may be uncomfortable or inappropriate for an Employee to express the grievance or concern to their direct Supervisor, they may raise the issue with the Human Resources Department or it's appointed Representative.

6.3 Mediation and Conciliation

If at this stage, the grievance cannot be resolved within the team unit, the Employee and Supervisor should discuss the grievance and the previous attempts at resolution with the Human Resources Department.

The Human Resources Department or an appointed Representative must attempt a satisfactory resolution in a timely manner. Resolution may involve mediation or conciliation. Once a resolution has been reached and agreed upon, this must also be documented and agreed by the Employee, HR Representative and any other parties involved.

6.4 Formal Grievance

Any further escalation should be made in writing by the Employee to the Human Resources Department, General Manager or CEO. The Employee's grievance should contain a sufficient chronological account of what has transpired.

The Human Resources Department, General Manager or CEO or person nominated by the General Manager/CEO will investigate thoroughly, impartially, and where possible, confidentially.

The Human Resources Department, General Manager or CEO will write to the Employee informing them of the investigation and outcome.

6.5 Further Escalation (External)

If the issue still remains unresolved, either party may refer the matter to an appropriate external commission or authority to resolve.

7. Frivolous or Vexatious Grievances

If an Employee has been found to have made a complaint, inquiry or having raised a workplace right without a genuine belief in the truth of the matters being alleged, then the Employee may be subject to disciplinary action in accordance with the Company Disciplinary Procedure.

8. Confidentiality Requirements

All Employees involved in the grievance process are required to not disclose confidential or commercially sensitive information obtained during their employment, to the fullest extent permissible by law.

9. Documentation

The Supervisor must forward a copy of all documentation to the Human Resources Department to securely store.

HISTORY OF ISSUE & REVISIONS

REV NO	PARTICULARS	APPROVED BY	DATE	REVIEW DATE
3	<ul style="list-style-type: none">Split into two procedures between internal and external employees, new number assigned to internal versionBranding updatedAll clauses updated	CEO	Dec 22	Dec 23
4	<ul style="list-style-type: none">Title amended to put 'Procedure' in the middle6.2 & 6.3 Nominated Representative added6.4 General Manager added	Chair CEO – Balpara General Managers - Recruitment	Dec 25	Dec 28

End of procedure