

Grievance Policy

Policy Statement

At Healthcare Australia (HCA), we aim to foster professional and productive working relationships amongst all employees. We acknowledge that the enjoyment people experience in their jobs is reflected in how well they work and how well they relate to their colleagues and clients.

We recognise that, from time to time, employees may have individual workplace grievances or issues relating to a range of matters affecting their working situation. It is our policy to encourage open, timely and transparent communication between managers and their employees to ensure that issues are settled quickly and informally. If, however, a mutually acceptable solution to a problem cannot be found and the employee feels that a formal approach is appropriate, the procedures in this policy will apply.

Purpose

- To provide a formal avenue for employees to have any workplace grievances addressed and resolved in a fair, confidential, timely and affective manner.
- To provide an effective mechanism to encourage open communication between employees at all levels.
- To meet our legal responsibilities to ensure that all reasonable steps have been taken to investigate and resolve complaints of discrimination, harassment, and bullying.

Scope

This policy applies to all employees of Healthcare Australia.

This policy may be reviewed and amended from time to time and does not form part of any employee's contract of employment.

Limits

Legitimate and constructive comments and advice, including relevant comments or feedback from managers, should not be confused with workplace harassment or discrimination.

Making a false complaint or allegation is a serious matter. Employees who knowingly make a false complaint, or who are not truthful in an investigation, will be subject to appropriate disciplinary action.

Exceptions to this procedure are for problems related to an unsafe work environment- WHS policy and procedure should be referred to in these circumstances.

Responsibilities

Healthcare Australia

- To ensure that employees are aware of this policy and their right to raise any problems in the workplace.
- To act as a first point of reference for an employee and ensure that immediate action is taken to stop any unlawful or unacceptable behaviour occurring in the workplace.
- To ensure that work related problem-solving processes are managed fairly, consistently and are well documented.

Employees

- To ensure that they are aware of and understand this policy and procedures.
- To understand that they have the right to use these procedures to address workplace issues.
- To ensure they take a proactive approach to resolving workplace issues.

Grievance Procedure

1. Employee discusses workplace issue with their primary contact at Healthcare Australia. The employee must keep the matter confidential unless they are properly authorised to communicate with anyone else about it.
2. The primary contact will determine how the workplace issue should be handled.
3. The workplace issue will be investigated by Healthcare Australia. A response will be provided to the employee, including advice of any action that will be taken. Employees who lodge a workplace issue should receive a response within 48 hours, even if it is simply to advise of the intended process.
4. If the employee is dissatisfied with the response, he or she may elect to refer the workplace issue to the next level management, who will investigate as appropriate and make a final decision.

The employee may involve a representative at any stage of this process.

Grievance Handling Principles

The following principles will be applied during the handling of a workplace issue:

- Investigations will be conducted in a timely and fair manner.
- Employees have the right to be accompanied to meetings by a support person.
- Employees will not be treated unfairly or victimised because of having raised a workplace issue.
- During an investigation care will be taken to protect all employee's privacy. It is not possible however, to guarantee that workplace issues will remain anonymous. The only employees who will be aware of a workplace issue will be those people whose involvement is necessary to resolve it.
- While problem-solving procedures are being applied, work should continue as normal wherever possible.

Related Documents

- Code of Conduct
- Bullying and Harassment Policy