

## Grievance Procedure

### 1. Purpose

At Greystanes Disability Services, we encourage open communication between all employees. When issues arise, in the first instance, we encourage the matter to be discussed directly with the parties involved, so that we can support and maintain positive working relationships within a harmonious working environment.

Whilst many issues can be successfully resolved in taking this informal approach, we recognise that there are occasions where a matter may need to be handled more formally. In these instances, the grievance procedure exists to provide a guideline on how you can raise the matter more formally.

### 2. Application

This policy applies to all of our employees, anyone who performs work for us and anyone who performs work on our premises (referred to collectively in this policy as “employees”).

### 3. What is a Grievance?

A grievance is any type of concern or complaint regarding the work environment. A grievance may be regarding an act, behaviour, omission, situation or decision impacting on an employee, that the employee thinks is unfair or unjustified.

### 4. Grievance Procedure

#### Informal

We recommend that in the first instance, you attempt to resolve the issue/complaint by discussing it with the person/s involved. This approach is generally quite informal, and verbal. If you are unable to resolve the matter directly, or do not feel comfortable talking to the person(s) involved, you should contact your direct manager or HR to discuss the details of your concerns, and the outcome/s you are seeking. If deemed appropriate, management may facilitate discussions with all involved parties with the aim of resolving the matter successfully.

#### Formal

If the matter is unable to be resolved through an informal approach, you can submit your concerns in writing to your manager or HR. The grievance letter should include as much detail as possible, for example specifically what occurred, date/s, location/s, person/s who may have witnessed the incident, person/s who were involved, and any policies or procedures which may have been breached.



Upon receipt of the grievance letter, your manager and/or HR will review and determine the appropriate next steps based on the individual circumstances.

## **5. Victimisation**

Victimisation is subjecting or threatening to subject someone to a detriment because they are involved in a complaint. You must not engage in victimisation of any person who is involved in a complaint under this policy. It is also victimisation to threaten someone who may be involved in investigating a complaint.

Victimisation does not include taking action against someone who has made false complaints or provided false information.

## **6. Confidentiality**

All matters raised in accordance with the Grievance Procedure will be handled professionally, sensitively and confidentially. All parties involved in a resolution or investigation process are required to uphold strict confidentiality at all times. Any breach of confidentiality will be considered serious and will result in formal disciplinary action.

## **7. Support**

### **Employee Assistance Program (EAP)**

JS Holistic Counselling (Katoomba) our employee assistance program, is a professional, confidential, and free counselling service available for our team members.

For more details you can visit: <https://jsholisticcounselling.com/>

The EAP service can be accessed to discuss any work or personal matter which is impacting on one's quality of life and details of these discussions will not be shared with the company.

### **Other**

If any part of this policy is contrary to law or an industrial instrument, the law or industrial instrument will apply to the extent of the inconsistency.

This policy does not form part of any contract of employment or engagement and does not give rise to any contractual obligations on the Company.

It is subject to review by us and may be changed or revoked at any time at our discretion.



### Need more information?

<b>Contact People</b>	HR Contact Email: <a href="mailto:hr@greystanes.org.au">hr@greystanes.org.au</a>
<b>Version Number</b>	1.0
<b>Review Details</b>	This policy is effective from 13 <sup>th</sup> December 2024 This policy was last updated on 13 <sup>th</sup> December 2024