

# Staff Grievance Policy

## 1. Objective

Annie Dennis Children's centre is committed to:

- promoting a positive working environment in which staff members are treated equally and open communication is encouraged, supported and respected
- maintaining a productive and harmonious work environment by ensuring that grievances are responded to promptly, appropriately and to the satisfaction of all concerned
- preventing issues or grievances from continuing unresolved at the risk of entrenching poor/negative working relationships and environments
- respecting the rights of employees in the grievance process and,
- abiding by their obligations under any relevant industrial award or agreement.

The aim of this policy is to ensure that grievances are resolved by discussion between the parties. The employer recognises that from time to time, individual employees may have grievances which need to be resolved in the interest of good relationships.

## 2. Background and Legislation

From time to time individual employees may have grievances related to their employment, which need to be resolved in order to maintain positive working relationships. All parties to a grievance should try to resolve the matter informally through discussion, proceeding to formal processes only if this does not succeed.

### Legislation relevant to the policy

- Workplace relations Act 1996
- Relevant industrial awards or agreements

## 3. Definitions

**Staff Grievance-** A staff grievance occurs where a staff member is concerned about some aspect of their employment or treatment by another person or by a management decision, and wishes some action to be taken to remedy the situation.

## 4. Scope

This policy applies to all persons, paid or unpaid, who work at the centre (including Committee of Management).

## 5. Procedures

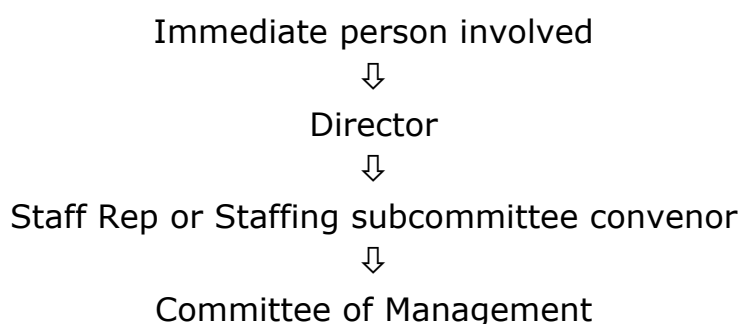
- confidentiality is to be respected; no one is to discuss information about a grievance outside the grievance procedure
- a staff member, who has commenced a grievance process, may withdraw and stop the process at any time without penalty
- no staff member will suffer any personal or professional disadvantage because they decide to pursue a grievance in accordance with this policy and procedures
- employees may elect to have a support person of their choice present as a witness at any meetings or interviews
- employees may request attendance of a union representative at meetings when consistent with a relevant federal award or industrial agreement
- until a grievance is resolved, work shall continue as normal

### Step 1: Direct Resolution

Staff members who wish to raise a grievance should, in the first instance, attempt to resolve the issue directly with the person/s involved.

### Step 2: Line Management

If matters are not resolved, or the staff member is unwilling to raise it with the person/s involved, the staff member should raise their grievance with the director of the centre then their next level of management as set out below. Staff will move through each level only if they consider that their grievance has not been resolved.



### Step 3. Resolution and documentation

When a grievance is resolved, the relevant parties will be notified accordingly. Where it is considered appropriate to document outcomes of a grievance procedure, it will be placed on the employee's personnel file and a copy given to

the employee. Any such documentation will be destroyed after a period of 12 months if no longer required.

## **6. Key Responsibilities and authorities**

- the Committee of Management is responsible for approving any changes to this policy
- the staff are responsible for raising grievances in line with this policy.

## **7. Evaluation**

In order to assess whether this policy has achieved the set out objectives, the director will:

- Obtain feedback from staff
- Assess whether grievances raised under the policy were resolved.

**Date** Approved by the Committee of Management October 2010

**Next review date** October 2012