**GRIEVANCE AND COMPLAINTS POLICY**

This template policy is intended to assist member businesses develop their own workplace policy. The following information should be used as a guide only. Any wording changes, other than those to insert a business name, may change the context, meaning or purpose of the policy. We recommend you receive advice from the Victorian Chamber of Commerce and Industry prior to making such changes.

## Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced workplace relations advisors can assist members with a range of employment, human resources and industrial relations issues.

Our experienced workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Workplace Relations Advice Line on (03) 8662 5222.

Disclaimer

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# GRIEVANCE AND COMPLAINTS

Date of issue:

Policy approved by:

Contact person:

## 1 PURPOSE

The purpose of this policy is to define the procedure if an employee has a grievance that relates to their employment that requires resolution.

## 2 APPLICATION

This procedure applies to all **[INSERT COMPANY NAME]** employees.

**[INSERT COMPANY NAME]** aims to resolve grievances promptly, objectively and as close to the source as possible. However, a grievance may be escalated to the next management level where necessary, until resolved.

The Policy is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee.

## 3 PROCEDURE

1. Should an employee have a concern or grievance, the employee should attempt to resolve the grievance themselves and as close to the source as possible. At this stage, every effort should be made to resolve the grievance before it is formalised, using verbal and informal methods. Employees may seek the advice or assistance of the **[employee’s manager/supervisor]** or **[General Manager, if appropriate]** to resolve the matter informally. Informal resolution may include:
   1. Talking directly to the person and advising them of your concerns;
   2. Mediation with a third person if all parties to the dispute agree;
   3. Any other informal process to attempt to resolve the complaint.
2. If the matter cannot be resolved in this manner, or if it is not appropriate to do so, then the formal grievance process may commence.
3. To commence the formal process, the employee should outline their grievance in writing, with as much detail as possible. This should be given to the **[employee’s manager/supervisor]** or **[General Manager, if appropriate]**.
4. Discussions may be held in good faith between the employee and the other party in an effort to genuinely resolve the grievance at the workplace level. If the grievance concerns another member of staff (‘the other staff member’), the other staff member against whom the grievance or complaint has been raised will be given the details of the complaint against them, and they will be given the opportunity and a reasonable time to respond before the process continues. The **[employee’s manager/supervisor]** or **[General Manager, if appropriate]** may have a discussion with both parties in an effort to genuinely resolve the grievance at workplace level.
5. Where there is a grievance which involves staff members from different departments, or the issue at workplace/management level has not been resolved, the matter is to be referred directly to the **[General Manager, if appropriate]** for discussions in good faith, and resolution in the manner in which the **[General Manager, if appropriate]** deems to be appropriate in the circumstances.

At any time during the grievance process, a representative from **[INSERT COMPANY NAME]** may be involved in the discussions, at **[INSERT COMPANY NAME]**’s discretion.

During the course of the grievance process, the employee is entitled to have a support person present. The support person is not to act as an advocate for the employee.

Once the grievance is resolved, if deemed necessary by **[INSERT COMPANY NAME]**, a review may be undertaken by the manager or a representative from Human Resources with all parties involved at any stage thereafter. Further reviews may be held if required.

Should **[INSERT COMPANY NAME]** determine that the matter is such that it needs to be escalated or dealt with outside this policy, **[INSERT COMPANY NAME]** may do so at any time. This would include but is not limited to matters involving serious allegations, health and safety matters or other potential breaches of workplace legislation.

## 4 POLICY REVIEW

**[INSERT COMPANY NAME]** may make changes to this policy from time to time.

WORKPLACE PARTICIPANT ACKNOWLEDGEMENT

## I acknowledge:

## I have received, read and understood the policy

## I am required to comply with the policy; and

## There may be disciplinary consequences if I fail to comply, up to and including the termination of my employment.

Name: Signature:

Date: