

P262	GRIEVANCE RESOLUTION PROCEDURE
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Policy context: This policy relates to	
Legislation or other requirements	Return to Work Act (SA) 2014 Fair Work Act 2009
Contractual obligations	

PROCEDURE STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) ensure a proper grievance handling process is in place. This process informs employees of the steps to be followed in the event that they have a grievance or complaint at work. This document provides a procedure that covers all workplace grievances including:

- anything done, or not done, by management, another employee or employees, contractors or visitors to the workplace
- discrimination
- harassment
- bullying
- management of workers compensation claims and return to work
- matters relating to workplace health and safety
- any other employment-related decision or behaviour
- application of the performance management process

This document is readily available to all clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Procedures

Responsibilities

It is the responsibility of Management to ensure that any grievances are dealt with in accordance with this procedure and in a timely and confidential manner

Employees are responsible for following this procedure in the event that they wish to raise a grievance

Definitions

A “**grievance**” is a complaint that may or may not be justified. It can relate to something that breaks a rule or a law, the application of an internal procedure or process, treatment perceived to be unfair or pertaining to inappropriate behaviour.

Confidentiality

Employees have the right to expect that their grievance will be treated as confidentially as possible. However, to ensure that an adequate and fair investigation takes place, the details of their complaint will require discussions with those accused, witnesses or other relevant stakeholders.

No employee involved in the grievance process will unreasonably disclose the details of the grievance, the investigation or the outcome to any other party including other employees. If any employee is found to have breached confidentiality, appropriate disciplinary action may be taken against them.

Informal Resolution

Where possible, try to resolve the problem yourself with the person or people involved. Tell the person who is behaving inappropriately that their behaviour is unacceptable and ask them to stop. Seek advice from a Manager who can assist in taking such action or facilitate mediation.

Formal Complaint

Where informal methods fail, or the matter is serious or procedural in nature, a formal complaint should be made by putting the complaint in writing, and stating:

- the nature of the grievance
- the time and date of the incident(s) giving rise to it
- the names of any witnesses
- their signature
- the date of the lodgement of the grievance

The organisation undertakes to deal with all complaints in a confidential, timely and sensitive manner, and in accordance with the principles of fairness and natural justice in mind. This means that complaints will be thoroughly investigated. Anyone who is accused will have an appropriate opportunity to answer the complaint and will be provided with the details of the complaint and information discovered in the investigation to do so.

Investigation Process

In some circumstances, an investigation process may be required. This will be conducted by Management or an external party may be engaged to assist. All parties involved in a complaint or investigation must maintain confidentiality.

Investigations will be completed as quickly as possible, with impartiality and should follow the principles of fairness and natural justice.

The outcome of the investigation will be advised to all parties and any action resulting from the complaint will be decided by the CEO.

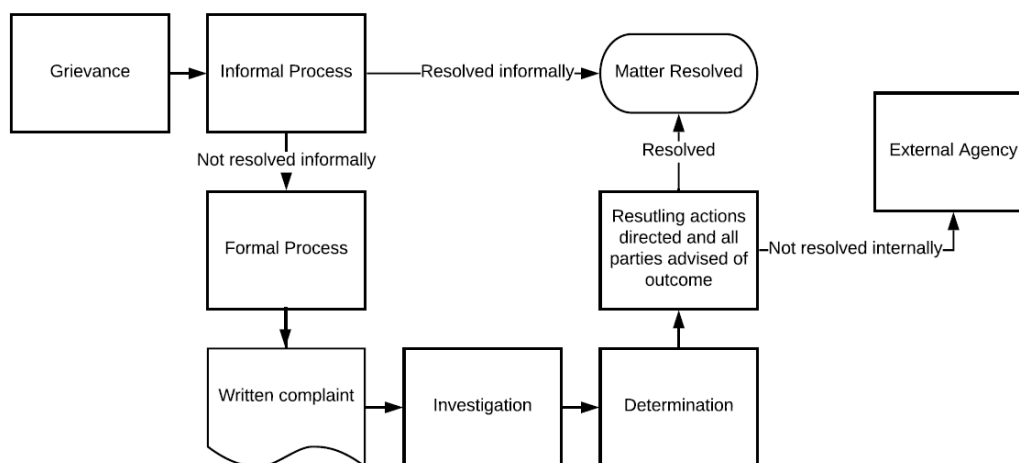
Lodging an External Grievance

In the event that the person making the complaint would prefer to lodge it externally, or is unsatisfied with the outcome of an internal grievance process, they may lodge their grievance with a relevant statutory body such as the Equal Opportunity Commission, Fair Work Ombudsman, SafeWork SA or similar, as is appropriate to their complaint.

Consequences

Anyone who is proven to have engaged in making false or misleading accusations will be subject to disciplinary action.

Process Flowchart



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GRIEVANCE RESOLUTION PROCEDURE

DOCUMENTATION

Documents related to this policy	
Related policies	<p>Q259 – Equal Employment Opportunity, Equity, Diversity Policy</p> <p>Q260 – Disciplinary Procedure</p> <p>Q269 – Feedback and Complaints Policy</p> <p>P269 – Feedback and Complaints Procedure</p>
Forms, record keeping or other organisational documents	Feedback and Complaints Register