



## Grievance Procedure

This Grievance Procedure applies to all Employees of the business

The objective of the procedure is to ensure any grievances are actioned and investigated appropriately.

The requirement is for all staff to comply with Grievance Procedure

Procedures (not required)

## Purpose

The purpose of this grievance procedure is to provide a fair and efficient process for employees to raise and resolve grievances related to their employment, working conditions, or workplace relationships. All employees are encouraged to seek resolution through this procedure without fear of retaliation.

## Objective

The objectives of the Grievance Procedure are as follows:

- To ensure that all employees are treated fairly, respectfully, and with dignity in the workplace.
- To provide employees with a clear and transparent process for raising and resolving workplace grievances, including those related to discrimination, harassment, bullying, or unfair treatment.
- To encourage open communication and a proactive approach to resolving workplace issues and conflicts.

## Procedure

### Informal Resolution

**Step 1:** If an employee has a grievance, they should attempt to resolve the matter informally by discussing it with the person involved or their immediate supervisor. Many grievances can be resolved through open communication.

### Formal Grievance Process

If the grievance cannot be resolved informally, the employee may proceed with the formal grievance process.

**Step 2:** The employee must submit a written grievance to their immediate supervisor or the designated grievance officer. The written grievance should include:

- The nature of the grievance.
- Relevant details (dates, times, locations, and individuals involved).
- Any supporting documents or evidence.

**Step 3:** The organization will appoint an impartial investigator or grievance officer to investigate the grievance. The investigator will conduct a thorough investigation, which may include interviews with involved parties and a review of relevant records.

**Step 4:** A decision will be reached based on the findings of the investigation. The organization will communicate the decision in writing to the employee who raised the grievance and, if applicable, the party against whom the grievance was filed.

**Step 5:** If the employee is not satisfied with the decision, they may have the option to appeal the decision through a designated appeals process. The appeals process will be communicated to the employee along with the decision.

### **Resolution and Documentation**

Once a resolution is reached, the organization will implement the necessary actions, which may include policy changes, disciplinary measures, or other remedies. All aspects of the grievance procedure, including the initial complaint, the investigation, the decision, and the resolution, will be documented for record-keeping and accountability.

### **Regular Review**

The organisation will periodically review this grievance procedure to ensure its effectiveness and compliance with relevant laws and regulations. Any necessary updates or improvements will be made to enhance the process.

### **Confidentiality**

Confidentiality is essential throughout the grievance process. Information related to grievances will be shared on a need-to-know basis, and all involved parties will be reminded of their obligation to maintain confidentiality.

Donna Bernard is responsible for communicating the Grievance Procedure to all persons working for or on behalf of the organisation and making it available to interested parties.