



Grievance Procedure Policy

Why

Workforce Extensions supports the right of every employee to lodge a grievance with their consultant, site supervisor or manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

It is essential to involve your consultant, site supervisor or manager as soon as possible. The decision about how to deal with this kind of complaint will be made by management, possibly after discussions with the complainant and relevant Grievance Resolution Advisor.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Workforce Extensions will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Management will do their utmost to action grievances objectively, discreetly and promptly.

Where an employee has a grievance that affects their work performance or satisfaction, Workforce Extensions procedures will assist in facilitating continuous improvement within the workplace.

Details

1. An Open Door Policy is promoted for all employees to raise any concerns that may affect the work environment, performance and satisfaction of employment.
2. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
3. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
4. Where an employee has a grievance concerning themselves or out of "Duty of Care" for other employees, Management encourages that facts are collated so that matters may be objectively investigated.
5. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
6. Management will work with Staff to openly resolve issues in promoting a

consultative approach and a continuous improvement philosophy.

A commitment is made to provide an environment that is safe for all employees. No employee will be disadvantaged in employment conditions or opportunities as a result of lodging a grievance or complaint.