<<ClientLogoSmall>>

Grievance Procedure

1. Introduction
   1. Title

This is the <<ClientName>> **(Company)** Grievance Procedure (**Grievance Procedure**).

* 1. Purpose

The Company recognises that you may have grievances about matters at work, including about:

* + 1. discrimination and harassment;
    2. bullying;
    3. work relationships; and
    4. decisions made by Workers which impact on their work.

The Company aims to provide a working environment in which grievances can be resolved.

* 1. Application

This Grievance Procedure applies to all of the Company's workers (which includes employees, contractors, sub-contractors, labour hire employees, apprentices, trainees or volunteers) (**Workers**).

* 1. Status of Privacy Policy

The policies and procedures in this Grievance Procedure are not a term of any contract, including any contract of employment and do not impose any contractual duties, implied or otherwise, on the Company. The policies and procedures contained in this Grievance Procedure may be varied from to time in Company’s discretion.

1. What to do if you have a grievance

Complaints of bullying should be dealt with under the procedure in the Company's Anti Bullying Policy.

Complaints about privacy matters should be dealt with under the procedure in the Company's Privacy Policy.

Complaints of discrimination and harassment should be dealt with under the procedure in the Company's AWB Policy.

If you have a grievance which relates to other matters, and would like assistance with resolving it, you should:

* + 1. in the first instance, raise it with your manager; or
    2. if it is not appropriate to raise the grievance with your manager, raise it with <<GrievanceAuthority>>.

1. How grievances are dealt with

It is the Company's intention that all complaints about grievances will be treated seriously and in accordance with the following principles:

* + 1. investigations of complaints should be conducted as confidentially as possible;
    2. a person alleged to have acted inappropriately should generally be informed of the allegations, given an opportunity to explain his or her version of events;
    3. no Worker should be victimised or otherwise disadvantaged as a result of making a complaint or acting as a witness about a complaint; and
    4. if a false or malicious complaint is made about a Worker, the Company will view this very seriously and the person or persons who made the complaint may be disciplined or have their employment or engagement terminated.

If you have any queries about using this grievance process, you should contact <<GrievanceAuthority>>.