**GRIEVANCE POLICY AND PROCEDURE**

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| **Policy** | A1 Building Solutions Grievance Policy and Procedure |
| **Version** | Version 1 |
| **Effective Date** | 1 October 2020 |
| **Approval By** | Ray Formosa, Managing Director A1 Building & A1 Building Solutions Pty Ltd |
| **Approval Date** | 1 October 2020 |
| **Next Review** | 1 October 2021 |

\* Unless otherwise indicated, this policy will apply beyond the review date.

1. **POLICY OBJECTIVE**

The purpose of this policy is to outline A1 Building Solutions Pty Ltd Grievance Policy and Procedure and to ensure that all staff including managers are aware of their rights and obligations in situations where a dispute and grievance exits in the workplace.

This policy provides clear guidelines to all Employees and Contractors about how to effectively manage and resolve a workplace dispute and grievance.

1. **SCOPE**

This policy applies to all Employees and Contractors of A1 Building Solutions Pty Ltd

1. **DEFINITION**

For the purposes of this policy the following definitions are outlined:

**The Company -** refers to A1 Building Solutions Pty Ltd

**Contractor -** refers to any person or entity engaged by the Company to perform duties on behalf of the company as a representative of the Company.

**Employee -** refers to any person directly employed by the Company on either Full Time, Part Time or Casual Basis.

1. **DESCRIPTION**

From time to time disputes and grievances occur in the workplace between staff that need to be resolved. If disputes and grievances are left unresolved they can have detrimental consequences to harmonious workplace relations. The Grievance policy is to ensure there is a consistent, fair and equal process for all employees, clearly outlining the steps to be taken. All employees, including managers’, concerns are to be investigated fairly, timely and in line with legislation and A1 Building Solutions values.

**What is a Grievance?**

A grievance is any type of problem, concern or complaint related to work or the work environment. A grievance may be an act, behaviour, omission, situation or decision which someone thinks is unfair or unjustified.

Our Equal Employment Opportunity, Anti-discrimination policy and Harassment and Bullying Free workplace policy outlines the types of behaviours that are and are not acceptable within our workplace.

At all times the Grievance policy will be:

* **Completely confidential**:

Only the people directly involved in making or investigating a complaint will have access to the information about the complaint.

* **Impartial:**

Both sides will be given the opportunity to provide their version of events. No assumptions will be made and no action will be taken until all relevant information has been collected and considered.

* **Free of repercussions:**

No action will be taken against anyone for making a complaint or helping someone to make a complaint. Management will take all necessary steps to ensure that no victimization occurs against anyone who makes a complaint.

* **Timely:**

All complaints will be acknowledged within 24 hours and dealt with as quickly as possible. We aim to resolve all complaints within one week, if at all possible. Delays in addressing issues in a complaint can lead to exacerbation of the situation, a continuation of the problem, a worsening of the relationship between the parties involved, and increased distress for all parties. However, in some circumstances due to the complexity of the investigation and where certain situations require escalation, some matters may take longer to resolve. If the investigation is required to be extended in length, this will be communicated to all parties involved.

**An employee / manager raising a Grievance has the right to:**

* have their grievance treated seriously;
* have the matter dealt with promptly;
* choose to seek advice, support and/or representation from their chosen representative or support persons;
* raise concerns with an appropriate staff member and receive advice in confidence;
* give consent before their complaint is referred to another person or department (except in the most serious cases, and in relation to any forms of unlawful treatment such as harassment, discrimination and/or bullying as required by law);
* choose to be accompanied by a support person or representative of their choice on any occasion when the complaint is being discussed;
* withdraw their complaint and not proceed (except in the most serious cases, and in relation to unlawful treatment such as harassment, discrimination and/or bullying as required by law).

**A person raising a grievance has the responsibility to:**

* disclose their identity if they wish action to be taken;
* put their grievance in writing if it is of a serious nature;
* participate in the grievance resolution process in good faith;
* assist the grievance handler in reaching a satisfactory resolution wherever possible;
* only discuss the grievance with those directly involved in resolving it;
* avoid complaining about the same matter to several different people at the same time;
* avoid making mischievous, frivolous or malicious complaints or counter-complaints; and
* recognise the person complained about also has rights to procedural fairness.

**Principles of this policy and the Company**

* The behaviour of all Employees and Contractors should reflect the values of respect for others, impartiality, honesty and integrity and Employees and Contractors should be competent in the performance of their duties. The Company Code of Conduct further establishes appropriate personal and professional behaviour for the Company’s Employees and Contractors. Departure from this established and agreed standard may represent grounds for disciplinary action.

**Privacy during Investigation & Resolution**

* During the course of the investigation the Company guarantees that no Employee or Contractor will be assumed to be guilty of any grievance complaint until a full investigation proves such is the case.
* All decisions resulting from an investigation will be kept confidential and only revealed to parties involved within the grievance directly. Witnesses called upon during the course of an investigation will not be privy to the details of the outcome of a grievance.

**Exclusions:**

No employees are excluded from the Grievance procedure policy.

**Responsibilities:**

* It is the responsibility of all employees to report any grievances in line with the above policy, ensure that any matters are reported timely and follow the escalation process where applicable.
* It is the responsibility of the management team to investigate any disputes or grievances and take appropriate steps to resolve the matter as soon as possible.
* Develop a culture that views grievances as an opportunity to improve the organization and how it works
* Set in place a grievance handling system that is client focused and helps the Company prevent grievances from recurring
* Ensure that any grievances are resolved promptly, objectively and with sensitivity;
* Ensure that the views of each complainant and respondent are respected and that any part to a grievance is not discriminated against nor victimized, and;
* Ensure that this is a consistent response to grievances.

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| **ACKNOWLEDGEMENT**  I hereby acknowledge the Company Policy related to the Grievance Policy and Procedure.  I confirm, I understand the content of this policy and its direct relation to my role within the Company.  I understand that my failure to comply with this policy may directly result in disciplinary action being taken or  termination of my employment/ agreement with the Company. | | | | |
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| Employee/Contractors Name: | | |  |  |
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| Signature: | |  | |  |
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| Date: |  | | |  |
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