

Policy

Stair Lock acknowledges that problems can arise at work that may sometimes cause employees to feel aggrieved, such as:

- anything done, or not done, by management, another employee or employees or contractors/ customers/ visitors to the workplace
- discrimination
- harassment
- bullying
- any other employment-related decision or behaviour
- application of the discipline/ warnings procedure.

Stair Lock makes the grievance procedure accessible to all staff and addresses such problems, referred to as grievances, in-house and in a timely and confidential manner. Complaints are dealt with in as short a time as is possible, dependent upon the individual circumstances of the case.

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 and their representatives, as well as with the appropriate management personnel.

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

Employees will not be victimised as a result of raising a genuine grievance. However, Stair Lock reserves the right to take action against an employee who is proven to have engaged in making false and or misleading accusations.

Wherever possible, it is hoped that grievances can be resolved by informal discussions at the point of origin, before invoking the formal grievance procedure, as dealing with grievances in this way can often lead to a speedy resolution of the problem(s).

Procedure

An employee who believes something is unfair, unjust or upsetting in relation to a work-related matter has the following options available to them:

- the employee can speak to the person causing the problem and inform them that their behaviour, decision or action was unfair, offensive or discriminatory, and why they believe this to be so
- the employee can speak to their immediate manager/ supervisor, or if that is not appropriate, a senior manager, about the grievance, who will then address the issue on behalf of management. With the employee's approval, the manager/ supervisor may approach the person or persons involved in the identified issue and talk to them informally about the particular grievance
- if the matter remains unresolved after these informal procedures, the employee can make a formal complaint in writing to their manager/ supervisor and the HR Officer in line with the formal procedure.

An employee who chooses to make a formal complaint must do so in writing to their manager/ supervisor outlining:

- 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.

Once a formal complaint is made, the matter will be investigated by the designated management representative.

If the employee's grievance is substantiated following the investigation, the management representative will advise the employee of the remedial or corrective action to be taken.

If the employee's grievance is not substantiated, the employee will be given an explanation as to the specific details of why that finding was made.

If the employee is not satisfied with the way in which their grievance was handled, or is unhappy with the outcome, they may refer the matter to the General Manager, or other nominated senior manager.

If the grievance is of an industrial nature and remains unresolved, a party to the dispute may refer the matter to the Fair Work Commission.

An employer or employee may appoint another person, organisation or association to assist, accompany and or represent them.

Without prejudice to either party, work should continue as normal whilst the matter in dispute is being dealt with in accordance with this Grievances in the Workplace Policy and industrial instrument or legislative provision.

Approved by:


Edward Lloyd Managing Director

8/09/2023