



STATEWIDE GROUP TRAINING (SA) INC

## GRIEVANCE IN THE WORKPLACE POLICY

### PURPOSE:

This policy is intended to cover all individuals and organisations associated with Statewide Group Training (SA) Inc (SGT) who may have a grievance.

### SCOPE:

This policy applies to:

- All staff, including Managers, Field Officers, Administrative Officers; full time, part time, casual, temporary or permanent staff; apprentices and trainees, contractors, sub contractors, and work experience personnel.
- how SGT provides services to clients and how it interacts with other members of the public.

### POLICY:

SGT 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/field officers to the workplace.
- Discrimination.
- Harassment.
- Bullying.
- Any other employment-related decision or behaviour; or application of the discipline/warning's procedure.

SGT will make the grievance procedure accessible to all staff and address such problems, referred to as grievances, in-house and in a timely and confidential manner. Each complaint will be 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 will 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 because of raising a genuine grievance. However, SGT reserves the right to act 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).



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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/field officer, 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/field officer may approach the person or persons involved in the identified issue and talk to them informally about the grievance; and
- If the matter remains unresolved after these informal procedures, the employee can make a formal complaint in writing to their manager/supervisor/field officer in line with the formal procedure.

An employee who chooses to make a formal complaint must submit a signed written letter to their manager/supervisor/field officer outlining:

- the nature of the grievance.
- time and dated of the incident(s) giving rise to it.
- names of any witnesses; and
- 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 Chief Executive Officer (CEO), or another 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 Grievance in the Workplace Policy and industrial instrument (such as an award or agreement) or legislative provision.

A Host Employer grievance should be directed, in the first instance, to the Operations Manager then to the CEO if required.



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If the CEO cannot/doesn't resolve the issue, concerns should be put in writing to the SGT's Board Chairperson.

All parties involved in the grievance should also be advised, in accordance with the procedure for employees. The Board Chairperson, or delegate, will be fully appraised of the situation by the CEO of SGT.

Both/all parties will be invited to attend a meeting with the Board Chairperson or their delegate. The expectation of this meeting is that the matter will be discussed and resolved.

The outcomes of the meeting will be documented and signed by all parties.

Further meetings may be required to resolve more complex issues, should the need arise.

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APPROVED: KYM ANDERSON

DESIGNATION: CHIEF EXECUTIVE OFFICER

APPROVAL  
SIGNATURE:

DATE: 27<sup>TH</sup> MARCH 2023

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