

EMPLOYEE GRIEVANCE RESOLUTION POLICY

Purpose and Scope

The purpose of this document provides guidance and advice to CRANAplus employees in how to resolve grievances in the workplace, in line with our organisational values, and with the support of CRANAplus.

Principles guiding grievance resolution

All CRANAplus employees make a commitment to uphold:

- CRANAplus values, demonstrating Integrity, Inclusiveness, Respect, Accountability, Social Justice, Safety, and Excellence, when taking steps to resolve concerns.
- Confidentiality, and the commitment of all stakeholders to honour the sensitivity and privacy of self and others during, and after, a grievance resolution process.
- Transparency, and the opportunity to present opinions or interpretations is afforded to all parties, and information is justly considered.
- Procedural Fairness as an underlying principle of all workplace practices and processes
- Engagement in a timely, productive, and genuine manner

CRANAplus makes the commitment that all concerns raised will be taken seriously, and employees will be supported in the workplace to find resolution, as reasonably practical. Furthermore, CRANAplus makes a commitment to process outcomes that are clear, fair, objective, unbiased, clearly communicated to relevant parties.

Early Resolution

Where reasonably practical, CRANAplus encourages employees to consider early resolution of initial concerns whereby feedback or reflections can be respectfully exchanged amongst employees to resolve conflict or concerns together. An employee may find the other person was not aware of their grievance and the matter can be resolved directly.

Employees may seek support from a Manager, or People & Culture, by way of a confidential discussion to consider approaches or language to raise and resolve concerns. Early resolution may involve a:

- direct private discussion between yourself and the other employee or stakeholder
- request for a discussion facilitated by your Manager, or People & Culture
- discussion with your Manager, who may be able to discretely influence behaviors through team discussions or wider team activities.

Informal Grievance Resolution

Employees are encouraged to firstly report their concern to their Manager, or People & Culture, this may be done verbally (initially), or in writing.

Employees will be asked to:

- articulate the key concerns in their own words
- provide examples or descriptions of events, actions, or behaviours leading to those concerns
- outline any steps the employee may have taken to resolve the concerns
- consider what outcomes the employee wishes to achieve/ what would resolve the concerns for the employee

Your Manager, or People & Culture will consider this information, and may take the following steps to resolve, clarify, or progress the presented grievance:

- *Resolve*: they may suggest supporting informal or facilitated steps to discuss the issue with both parties and seeking resolution.
- *Clarify*: they may require further information to inform next steps and discuss how this would be approached.
- *Progress*: based on the seriousness or duty of care regarding a concern or grievance, the Manager may be obliged to take more formal steps to resolve.

In circumstances where the Manager, or People & Culture, considers an informal grievance presented is sufficiently serious, the grievance may be escalated to the next stage of the formal grievance resolution process.

Formal Grievance Resolution

A formal grievance should be submitted in writing to an Executive Member, or the Director of People & Culture. A grievance may be lodged by an employee if that employee has an honest belief based on reasonable grounds that:

- An administrative decision made, which has adversely affected them, is unfair or unreasonable; or
- The conduct of another party which adversely affects them is unfair or unreasonable

A written grievance should include information relating to:

- The nature and parties to the grievance
- Examples or description of events, actions, or behaviours
- Any action already taken by the complainant to resolve the grievance
- The desired outcome sought, and/or actions which the complainant believes would resolve the grievance

Every grievance will be treated seriously and CRANApus will consult with the complainant regarding their concerns, options, and approaches. At this time, the employee will be advised of:

- If the concern has foundation to progress to a formal grievance process
- How the formal grievance process works
- The appropriate person who will handle the grievance
- If a support plan is required for consideration of the stakeholders involved, whilst a process is underway

CRANApus makes a commitment that all grievances will be acknowledged and managed as a priority.

CRANApus holds a duty of care to all employees and as such must have a genuine basis to support formal investigation. Measures may be taken to clarify, review, or seek supporting information to inform the next potential steps taken.

A formal grievance resolution may involve a formal investigation to ascertain evidence or facts of a grievance. Investigations will be undertaken by People & Culture, or where appropriate/ or required, an external party.

An Investigation process involves clarifying statements, seeking evidence, or clarifying information, and engaging with the Respondent/s to present allegations, information, or findings for consideration and response.

A final investigation report and recommendations is made to the relevant CRANAplus Executive Member for consideration and approval.

Outcomes and managing expectations

Outcomes will depend on the nature of the grievance and discoverable information within a review or investigation process, and how they are interpreted in line with CRANAplus policy, procedure, values, and employment legislations.

The Complainant and Respondent involved in a formal grievance will receive the outcome in writing and be engaged in a discussion as to how the findings were reached.

CRANAplus may take a range of considered outcomes to resolve a grievance. They may include process changes, 'ways of working' discussions regarding boundaries/ expectations, educational resources and tools to support identified or refresher learning on practices, review of operational environments where barriers were identified, and active participation steps to support employees to rebuild working relationships.

Where an investigation results in a finding that an employee has engaged in conduct that breaches CRANAplus values, policy, or practice, that employee may be engaged confidentially within CRANAplus' Disciplinary Policy. Any disciplinary action is a confidential matter between the affected person and CRANAplus.

Confidentiality

Confidentiality is important to support employees to seek resolution to concerns, and all efforts will be made to maintain discretion and privacy.

CRANAplus must be clear, that where a duty of care concern, serious misconduct, or a safety breach (or potential of) is disclosed, the organisation may be required to act within legislative and governance responsibilities. In this circumstance, a Manager or People & Culture will identify this with the complainant and discuss the best approach forward in which to do so.

To fully understand a complaint or grievance, a Manager or People & Culture, may be required to speak with other employees or stakeholders to determine what has occurred. This will be discussed with the complainant in relation to resolving a concern informally or formally.

All employees and workplace participants involved in a grievance are required to maintain confidentiality, including the employee who lodges the complaint. The complainant and/or respondent may discuss the grievance with a designated support person or appropriate representative. However, the support person or representative is also required to maintain confidentiality.

Any person who breaches confidentiality may be disciplined.

Disciplinary action may be taken against any person who victimises another person because of their involvement in a grievance or because of their support of another employee who is a party to the grievance.

Vexatious allegations, proven to hold no substance and presenting potential to harm, discredit, or humiliate an employee, will be treated in line with CRANAplus disciplinary policy.


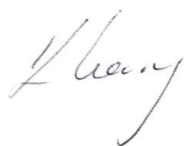
Appeals

If the complainant or the respondent believes that the grievance has not been resolved appropriately or reached a fair outcome, taking into account all of the factors involved, the grievance must be brought to the attention of the Chief Executive Officer within 30 days of an outcome being communicated, or in line with modern award provisions.

The Chief Executive Officer will call for all relevant documentation relating to the grievance to make a final determination as to the validity and outcome of the grievance. The Chief Executive Officer will instruct the parties accordingly and an outcome will be provided in writing.

Related Documents

- Equal Opportunities and Fair Treatment Policy
- Disciplinary Policy
- Workplace Bullying & Harassment Prevention Policy

 <p>Chief Executive Officer Katherine Isbister Authorisation of CEO, or Delegated Member Date Authorised: 14 October 2022</p>	 <p>Executive Director Corporate Services Katherine Leary Authorisation of Responsible Person Date Authorised: 14 October 2022</p>
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Version History

Version	Date	Adjustment	Approved
V2.2	17.10.22	Adjustment to EDCS position title	KL