

GRIEVANCE PROCEDURE

POLICY STATEMENT:

It is the policy of HR Staff n Stuff to conduct itself with employees in an equitable and impartial way. HR Staff n Stuff believes that unless a formal complaint procedure is in place, work related problems or misunderstandings that will occur from time to time may escalate and remain unresolved. HR Staff n Stuff urges all employees to adhere to this policy by bringing all problems and complaints to the attention of the Director or the HR Staff n Stuff external HR support person.

It will always be the policy of HR Staff n Stuff to encourage its employees to use this established process and to assure them that they will not be exposed to discrimination or retaliation for their use of these procedures. The purpose of this policy is to give HR Staff n Stuff and its employees an opportunity to clear up problems, misconceptions, disputes or misunderstandings of any kind. It should be considered a formal method of assuring everyone just and suitable treatment. In order for this procedure to be successful, everyone must want it to work and use it when informal methods prove unsatisfactory.

PROCEDURES:

Step 1:

All employees who have complaints, problems, concerns or disputes with another employee having to do with specific working conditions, safety, unfair treatment, disciplinary actions, remuneration, job classification, job assignments or any form of purported discrimination should bring this issue to the attention of the Director within five working days of the incident. If the complaint, problem, concern or dispute is with the Director you can choose to bring this issue to the attention of the external HR support person in the first instance

Step 2:

Following this initial discussion, the Director or external HR support will take the matter under consideration and make every effort to mutually resolve the situation to everyone's satisfaction.

Step 3:

If the issue cannot be resolved mutually to everyone's satisfaction more comprehensive information may be required. The Director or external HR support will be responsible for gathering any additional information to assist with the matter.

Step 4:

If the matter remains unresolved through Steps 1, 2 and 3, the employee may file a written complaint and submit it to the external HR support. The external HR support will discuss the matter and investigate it the external HR support will provide advice to the Director, who will provide a final answer. This answer will be binding and final.

External HR support

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