

Complaints & Workplace Grievances Policy

1. Objective

Smart Employment Solutions is committed to providing a fair, safe and productive environment where complaints & grievances are dealt with in a transparent and equitable manner.

2. Scope

This policy applies to all Smart Employment Solutions staff, contractors, visitors and members of the public. There are no exclusions to the policy.

3. Policy Statement

It is the policy of Smart Employment Solutions to conduct its relationships with employees, contractors, visitors and members of the public in an equitable and impartial way and to provide a fair, safe and productive environment. An essential part of ensuring this environment is to encourage employees, contractors, visitors and members of the public to come forward with their complaints & grievances in the knowledge that Smart Employment Solutions will take appropriate action to resolve those complaints & grievances.

The intent of this policy is:

- To promote the resolution of grievances, disputes or disagreements through ongoing consultation, cooperation and discussion in a mutually respectful manner
- To reduce the level of confrontation
- To avoid interruption to the performance of work and consequential losses in productivity and wages.

All employees have the right to voice their complaints & grievances and are encouraged to do so. All complaints & grievances will be investigated promptly, confidentially and impartially. Under no circumstances will an employee, contractor, visitor or member of the public be penalised for presenting a complaint or grievance.

4. Breach of Policy


A breach of this policy, either intended or unintended, will be considered serious and may lead to disciplinary action including termination of employment or cancellation of contract.

5. Associated Documents

15-02 Complaints & Workplace Grievances Procedure

6. Appendices

Fair Work Act 2009

	Title	Name	Date	Signature
Approved by	Managing Director & CEO	Steve Craven	08/21	

Complaints & Workplace Grievances Procedure

1. Objective

A grievance is understood as a formal objection or complaint made on the basis of something believed to be wrong, unfair, offensive, misleading, unlawful or of poor quality.

The purpose of this procedure is to provide guidelines for the lodgement of a grievance complaint. A grievance may be about the conduct of a person employed at Smart Employment Solutions or about specific practices or policies at Smart Employment Solutions.

2. Scope

This procedure applies to all Smart Employment Solutions staff, contractors, visitors and members of the public. There are no exclusions to the procedure.

3. Method

Wherever possible before commencing the Complaints & Grievances Procedure the individual should attempt to resolve the issue with the person(s) concerned.

The principles of natural justice apply and will guide the application of these procedures.

1. The employee should discuss any work-related complaints, problems, grievances or disputes with their Employment Officer or Supervisor in the first instance.
2. If the dispute remains unsettled, it should be referred in writing to the next level of Management (in line with the organisational chart of Smart Employment Solutions) for resolution who shall attempt to resolve the grievance.
3. If the problem has not been resolved at Step 2, the CEO must be made aware of the situation. The CEO shall attempt to resolve the grievance.
4. Notify the CEO immediately if the grievance involves harassment, discrimination or other unacceptable behaviour, or a complaint from a customer, visitor or member of the public, and options will be discussed.
5. The CEO will deal with the grievance or complaint in a fair, equitable, timely and professional manner, usually within 1 week of receiving the complaint.
6. The CEO will take all available steps to maintain confidentiality and ensure the privacy and rights of the individual(s) concerned are maintained with the principles of natural justice applied to all parties.
7. The CEO will seek permission to disclose the allegations to the subject of the grievance or complaint and interview any nominated witness(es) if applicable.
8. The complainant and respondent are entitled to have independent parties present during all interviews, if they so desire.
9. At all times both the complainant and respondent will be given ample support and opportunity to put forward their case.
10. The interviews will be minuted (documented) and signed by all parties in attendance.
11. A copy of the minutes from an individual's interview will be made available to that individual.
12. After all involved have been interviewed, the CEO will meet firstly with the complainant, and then with other parties to advise of the outcome of their investigations and action to be taken.
13. If the grievance or complaint is due to a management performance issue, it will be dealt with, and strategies developed to prevent a similar situation occurring.
14. If the matter(s) remain unresolved at this stage, a formal Mediation between the parties will be conducted by an independent Consultant/Mediator.
15. The investigation details and actions will be documented and if applicable placed on an individual's personnel file.
16. The situation will be monitored by the CEO for a nominated period of time, and follow up action taken if necessary.
17. If for whatever reason, you do not feel comfortable raising the grievance with the CEO, an individual HR/IR Specialist Consultant who is also a qualified Mediator and Arbitrator and Member of the Institute of Arbitrators and Mediators of Australia will be available through initial telephone contact to listen to your grievance and provide advice and support.
18. Depending upon the nature of the grievance and the parties involved the matter will be investigated and dealt with through the normal process as above with the involvement of the independent Consultant/Mediator to ensure the rights of all parties are protected.

Normally, complaints will be resolved at this stage of the grievance procedure. In the event that the complainant feels the problem remains unresolved after the Mediation has been conducted:

1. The complainant may submit an appeal in writing to the CEO within 14 days for consideration.
2. Upon reviewing the appeal, the CEO will develop a plan of action.
3. The outcome will be relayed to the complainant in writing within 14 working days after receipt of the appeal.
4. If the result of the appeal is unsatisfactory a formal written complaint may be lodged with the appropriate Government body.

While the above procedure is being followed, every endeavour will be applied to ensure that work continues as normal. This provision shall apply except when a bona fide safety issue is involved.

Accurate and appropriate records will be kept by the person(s) responsible at the particular level during the process. These records will be retained and where applicable placed in the staff file(s).

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Website: <http://trainingombudsman.qld.gov.au/>

4. Associated Documents

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