

Bundarra Contracting Pty Ltd

Grievance Procedure



HISTORY OF AMENDMENTS

Version	Date	Author	Description of Change
1	12/042017	Bundarra Contracting Pty Ltd	First Edition



Grievance Procedure

1. Purpose

- 1.1 This workplace grievance procedure aims to achieve fair and consistent treatment in the handling of grievances or disputes in the workplace and provides a procedure to follow in the event that a grievance arises.

2. Scope

- 1.2 This procedure applies to all Bundarra Contracting Pty Ltd (**Bundarra**) employees.
- 2.1 This policy is not incorporated into and does not form part of any employee's contract of employment. This policy also does not create any enforceable rights for employees.

3. What is a Grievance?

- 3.1 A "grievance" is a problem, concern or complaint about work or the work environment. It may be an act, omission, situation or decision, which an employee believes to be unfair, unjustified, or contrary to Bundarra's workplace policies or procedures.
- 3.2 A grievance may relate to any aspect of employment, for example:
- (a) Safety in the workplace;
 - (b) Transfer or promotion;
 - (c) Hours of work;
 - (d) Leave;
 - (e) Supervision;
 - (f) Performance appraisal; or
 - (g) Development or training.

4. Victimisation

- 4.1 Appropriate disciplinary action may be taken against any employee who victimises or retaliates against another employee who has lodged a grievance in accordance with this procedure.

5. Confidentiality

- 5.1 Bundarra will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other people in order to determine what happened, to



afford fairness to those against whom the grievance has been made and to resolve the complaint.

- 5.2 All people involved in the complaint must also maintain confidentiality, including the employee who lodges the complaint.

6. Grievance Procedure

- 6.1 If an employee has a complaint relating to their employment, they are encouraged to follow the procedure below to try and resolve any grievance.

Step One – Informal Process

- 6.2 The Complainant should first try and resolve the grievance with the Respondent directly. Complainants are encouraged to take personal responsibility for their interactions with others, however there are times when it is necessary to pursue a more formal resolution of a specific situation.
- 6.3 This is not a compulsory step. If the Complainant does not feel comfortable confronting the Respondent, or the Respondent is confronted and the behaviour continues, the grievance should be escalated in accordance with step two.

Step Two – Escalation

- 6.4 If the Complainant's grievance remains unresolved, the Complainant should talk to their supervisor.
- 6.5 The supervisor will determine whether they are the appropriate person to deal with the complaint. The supervisor (or the appropriate person) may then work through the complaint with the Complainant.
- 6.6 If there is a conflict of interest with the supervisor over the incident, the Complainant can go straight to the person who is the next level up from the supervisor.
- 6.7 The supervisor (or the appropriate person) may determine the appropriate way to respond to the grievance, which may include the formal resolution process, outlined in step three below.

Step Three – Formal Process

- 6.8 The Complainant must document their complaint in writing and give it to their supervisor (or, if appropriate, the person who is the next level up from their supervisor).
- 6.9 Bundarra will then determine the appropriate course of action, this may include, but is not limited to a review, investigation or mediation of the grievance. Bundarra may, in



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its absolute discretion, engage a third-party to assist in reviewing, investigating or resolving the grievance.

- 6.10 The Complainant is required to fully cooperate with this process and provide any information or documentation requested by or on behalf of Bundarra. If the Complainant fails to comply, Bundarra may then make decision(s) based on the evidence currently available to it.
- 6.11 Any decision(s) made by Bundarra will be final and binding.

7. Variation

- 7.1 Bundarra reserves the right to vary, replace or terminate this procedure from time to time.