

## HR23. Grievance Handling Policy

### Policy Objective

To ensure that complaints and grievances are handled and resolved in an appropriate, fair, transparent and timely manner, and in accordance with the principles of natural justice.

### Policy Statement

The Shire promotes good relations amongst workers and between workers and management. It is acknowledged that the enjoyment people experience in their job is reflected in how well they work and how well they relate to work colleagues and customers.

If any volunteers or employees feel they have cause for complaint regarding their treatment within the organisation, they may seek resolution via the formal grievance process. Every effort should be made to solve problems cooperatively and informally before escalating them to a Senior Manager.

All formal avenues for handling of grievances will be fully documented and the employee's (or volunteer's) wishes will be taken into account in the determination of appropriate steps and actions. All complaints will receive thoughtful consideration in a timely manner and will be discussed with the individual who raised them. Discussions held are confidential.

Staff and volunteers are assured they will not be disadvantaged by the use of these procedures whether decisions are found for or against their grievance.

The following process is recommended should a staff member (whether an employee or a volunteer) have a grievance. At any stage the individual may also seek any outside assistance if they wish.

### Grievance and Appeal Process

Trigger	Action	Responsibility
Employee or volunteer is unable to resolve an issue or grievance informally or would like assistance/support in order to resolve it.	Staff member to discuss with immediate supervisor (in relation to the outside staff, Manager Works and Services) or the CEO depending on the circumstances.  The content of this discussion is confidential however there will be a record that a discussion has occurred in relation to a grievance.	Staff member
Employee or volunteer has an issue or complaint about the CEO	The complaint must be lodged with the Shire President who will appoint an external Industrial Relations Advisor to investigate the matter if appropriate to do so.	Staff Member

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Initial discussion results in agreement that the immediate supervisor will seek to resolve the issue.	<p>Immediate supervisor to undertake issue resolution, taking into account both the views of the employee and the well-being of the organisation.</p> <p>Immediate supervisor to record a brief description of the action they have or will take.</p>	Immediate supervisor
Issue is resolved satisfactorily	Immediate supervisor to note for the record that the grievance has been resolved.	Immediate supervisor
Issue is not resolved to the satisfaction of the staff member	Employee or volunteer to make a formal, written complaint to the CEO.	Staff member
Formal complaint received	<p>Determination to be made and advised in writing to the individual within 14 days.</p> <p>If applicable the decision will be in line with the Local Government Act and Award, contract of employment. If required, an independent suitably qualified consultant will be appointed for a formal inquiry.</p>	CEO
Formal resolution is not satisfactory to the employee	If the employee is not satisfied with the decision of the CEO, they may consult with the relevant external agency.	Staff member

### Related Documents

#### 1.1 Internal

- Code of Conduct
- Disciplinary Policy
- Discrimination, Harassment and Bullying Policy
- Grievance Procedure

#### 1.2 External

- Corruption, Crime and Misconduct Act 2003 (WA)
- Public Interest Disclosure Act 2003 (WA)

***Policy Reviewed October 2020***