

POLICY

TITLE:	Grievance Policy		
DIRECTORATE:	Finance		
ADOPTED BY:	Council Resolution:		
DATE OF ADOPTION:	29 November 2024	DATE OF REVIEW:	29 November 2026
POLICY NUMBER:	137		
LEGISLATIVE REF:	<i>Local Government Act 2019: Sections 167, 173</i> <i>Council's Enterprise Agreement: Dispute Resolution Clause</i>		

1. INTRODUCTION

1.1. Purpose

The aim of this Policy is to provide avenues and guidance for employees or volunteers who wish to raise a workplace grievance for resolution by the employer.

1.2. Scope

This Policy applies to grievance resolution for employees and volunteers, excluding any situations which have been referred to claims handled by relevant external authorities.

This Policy does not apply to grievance resolution relating to *Code of Conduct* complaints, where there is an alternative provision in place for the making of complaints.

This Policy does not relate to complaints which pertain to the *Whistleblower Protection Policy*.

This Policy must be read in conjunction with the *Council's Enterprise Agreement: Dispute Resolution*; which outlines a more formal dispute resolution procedure for matters arising under the Enterprise Agreement or from the National Employment Standards.

1.3. Definitions

A **grievance** is a work-related complaint which may apply to employment conditions, policies, situations, actions or inactions in the workplace that an employee or volunteer may feel are unjust or unfair and requires intervention by the employer.

Complainant is the person making lodging the grievance.

Respondent is the person about whom the grievance relates to.

1.4. Responsibilities

Delegated Supervisors and Managers are responsible for managing grievances in accordance with this Policy and its associated procedures, and for seeking advice from HR as required.

The Chief Finance Officer (CFO) is responsible for the oversight of this Policy.

The Manager (HR) Human Resources is responsible for the implementation of this Policy.

Individuals wishing to lodge a grievance should lodge their grievance as soon as possible as their concern arises and provide sufficient information for a determination to be made.

1.5. Policy Objectives

- 1) Natural justice and procedural fairness will apply in handling of a grievance.

- 2) Genuine and reasonable attempts should be made by an aggrieved individual to attempt to resolve grievances directly with the person/s concerned, where it is appropriate and safe for the individual to do so.
- 3) Grievances which are lodged with the employer should be resolved promptly and at the lowest level possible, ensuring that all parties are afforded procedural fairness and natural justice.

2. POLICY STATEMENT

2.1 Policy

- 1) Supervisors and Managers are expected to proactively identify and effectively manage grievances as they arise in the workplace and in accordance with this Policy.
- 2) Where a conflict of interest is identified in the management of a grievance, the grievance should be referred to the next in line manager and/or HR for assistance and/or resolution.
- 3) All parties to a grievance are required to respect the confidentiality of the process.
- 4) No employee will be victimized for having lodged a grievance lodged in good faith.
- 5) Counselling support is available via the Council's Employee Assistance Program for employees and volunteers should they require such support.
- 6) Where an individual wishes their grievance to be addressed, they must follow the associated *Grievance Procedure*.
- 7) Anonymous grievances can be made and will be acted upon, although the person/s making these must be aware that the action to be taken may be limited by insufficient information and/or natural justice in the procedure.
- 8) Correct and complete records must be maintained in relation to any grievance on the relevant employee or other electronic and/or physical files.

3. RELEVANT POLICIES

Policies and procedures to be read in conjunction with this policy are:

- 1) Grievance and Investigation Procedures
- 2) Codes of Conduct
- 3) Enterprise Agreement

4. IMPLEMENTATION AND REVIEW

4.1. Implementation

All employees and volunteers will be made aware of this Policy. There is no requirement under the Act to publish this policy on the Barkly Regional Council website.

4.2. Review

This policy will be reviewed on or before 29 November 2026.

5. VARIATIONS, REVOCATIONS AND/OR CHANGES

Barkly Regional Council reserves the right to revoke and/or amend this policy from time to time as is considered necessary to better manage its business and/or to comply with any legislative requirements.

6. APPROVAL

This policy is approved.

Chris Kelly
Chief Executive Officer


Signature

29 Nov 2024
Dated

END