



Staff Grievance Policy and Procedure

1. Purpose

This document details the mechanisms for handling staff grievances to ensure that matters are dealt with fairly and promptly.

This policy complies with the Higher Education Standards Framework (Threshold Standards) HESF 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Standard 3.2.

2. Scope

This Policy and procedure applies to all staff.

3. Responsibility

The Executive Manager of Operations is responsible for the implementation of this Policy and ensuring that new and existing EIA staff members are aware of this Policy and procedure.

4. Definitions

Grievance: A complaint relating to behaviour, actions and/or treatment from other staff or management, which adversely impacted a staff member's ability to perform their duties. It can be due to personal concerns, work-related concerns or a combination of the both.

5. Principles

All staff are entitled to work in a safe and secure environment and be treated with respect.

All staff are entitled to use and activate the mechanisms in this policy whenever they believe they have a genuine grievance matter.

All grievance matters will be handled fairly, sensitively, consistently, promptly and confidentially.

Staff who raise a grievance will be protected from reprisal and will be regularly notified of the progress and outcome of the matter.

Until a grievance is investigated and an outcome has been reached, it will be treated as an allegation and not a fact.

Records will be maintained throughout the process and archived in a secure and lockable location.

This policy and procedure will be reviewed annually, to amend any areas requiring improvement.

6. Procedures

6.1 First level: local level

- 6.1.1 It is strongly encouraged that attempts are made to resolve all grievance matters at the local level. In the first place, staff members should first raise any grievance with their immediate manager or the next senior person.
- 6.1.2 The staff member against whom the allegation was made will have the opportunity to present their side.
- 6.1.3 Cases that cannot be resolved at the local level, will be referred to the next level of management or authorised person.

6.2 Second level: Management level

- 6.2.1 A meeting will be set up to investigate the matter, and if possible a resolution will be made.
- 6.2.2 If a resolution cannot be made or the aggrieved staff member is not satisfied with the outcome, the matter will be referred to an external investigator.

6.3 Third level: External investigator

- 6.3.1 The grievance will then need to be submitted in writing including all the details of the matter. The staff member against whom the allegation has been made will receive a copy.
- 6.3.2 The matter will be investigated by an independent external investigator, to ensure resolutions made are just and unbiased.
- 6.3.3 All related parties will be notified of the outcome in writing.

6.4 Outcome

- 6.4.1 Where an allegation under investigation is substantiated, the staff member against whom the allegation was made may be required to attend counselling in relation to their behaviour and/or actions. Alternatively, EIA may take disciplinary action including terminating the employment contract.

7 Confidentiality

- 7.1 All parties are to maintain confidentiality at all times, and no information shall be disclosed.
- 7.2 No staff member shall be victimised or threatened as a result of having raised or being involved in a grievance matter.
- 7.3 Any breach of these confidentiality requirements will be treated seriously and may result in disciplinary action, including the termination of employment.

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