



## Grievance Procedure

This procedure relates to all grievances or disputes between an employee or group of employees and employer in relation to industrial matters. This also relates to any disputes between the participant and service provider.

This procedure has been derived from the Grievance Policy. There is a separate policy and procedure for participant complaints.

1. Where an employee/participant has a grievance or dispute, an attempted resolution must be negotiated with the immediate supervisor. If the issue involves the immediate supervisor then the employee/participant may approach the next management level.
2. This grievance must be documented clearly, agreed upon by both the employee/participant and the manager and then sent to the Director or Practice Manager so they are aware that there is an issue.
3. If resolution is not found in step 1. then the grievance may be taken to the next level of the leadership team. This conversation must occur 24 hours after the request made by the employee/participant or their representative. Again, this must be highlighted with the Director or Practice Manager.
4. If there is still no resolution reached then the grievance must be dealt with by the Director or Practice Manager and a union representative/advocate for both the employee/participant and employer. This initial conversation or meeting must occur between both parties within a 72-hour period after notification of an unsuccessful resolution negotiation.
5. If resolution is still not reached then the documented grievance and the documented attempts to resolve the issue must be presented to the Fair Work Commission/Advocacy SA.
6. Whilst the above procedure is being undertaken, normal work duties must continue unless it is unsafe for the employee/participant or employer to do so. All involved must give consideration to the Commission's/Advocate's suggestions for settling the grievance.
7. Once the Commission/Advocate has decided on the resolution and ordered actions, then this is legal and binding for both parties involved.
8. The Managing Director must be made aware of all grievances and outcomes.
9. This will ensure that the Director or Practice Manager can evaluate the grievance in an attempt to intervene prior to the grievance escalating into a dispute.
10. All documentation relating to the grievance will be confidential and stored securely. All parties may access these documents at any time upon request.