



5. GOVERNANCE

POLICY NO:

5.23

POLICY TITLE: GRIEVANCE HANDLING PROCEDURE

FILE NO: 2991

ADOPTED: 12 July 2001

MINUTE NO: General Manager's Delegation

PREVIOUS POLICY

ADOPTED: 28/11/94, 23/2/98

MINUTE: 550/94, 022/98

POLICY STATEMENT:

This policy is intended to meet Council's obligations as an employer by providing an avenue for the resolution of grievances and issues of concern in a fair and consistent manner. The guidelines contained within this policy are to be used in conjunction with Clause 24 of the Local Government (State) Award.

PROCEDURE

1. All staff have a responsibility to treat co-workers in a manner that will encourage the development of a good working environment.
2. Supervisors have a responsibility to attempt to resolve work related concerns of their staff as soon as possible without necessarily waiting for a grievance to be expressed.
3. If an employee wishes to make a formal complaint, the employee must notify their immediate supervisor. The supervisor is to meet the employee within two working days, discuss the issue and attempt to seek a resolution.
4. If the matter remains unresolved or the grievance is related to the employee's supervisor the matter can be referred to the Branch Manager who will meet with all parties and attempt to resolve the matter.
5. If resolution is not possible or the issue is related to the Branch Manager the matter can be referred to the Divisional Director. The Director will meet with the parties and seek resolution.

6. If the issue cannot be resolved at this level or is related to the Director, the matter can be referred to the General Manager. The General Manager will either meet with the parties involved or provide the employee with a written response.

Throughout the above process normal work should continue unless there is a proven health or safety risk.

At any stage during the process the employee can seek assistance from Employee Relations staff or any external agency ie NSW Anti Discrimination Board, NSW Industrial Relations Commission, union or association.

The confidentiality and integrity of every person involved in a grievance must be maintained. All staff involved in the resolution of a grievance must ensure that all information about the grievance is treated confidentially.