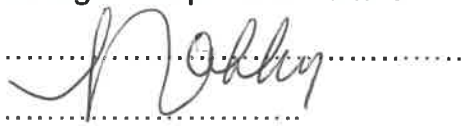




Managing Staff Grievances Policy

Category: People and Culture
Adoption: CEO
Review Period: Two years and then three years
Responsible Manager: Manager People and Culture
Signed by CEO: 
Date: 12 July 2018

1. Purpose

The purpose of this policy is to provide staff with broad principles for resolving workplace issues which are of concern to them.

It aims to support the early resolution of work related grievances via self-management, where safe to do so, and provide an avenue for the handling of complaints in a consistent, fair and expedient manner.

2. Scope

This policy applies to all Central Goldfields Shire Council staff.

The types of issues which may arise include decisions related to (but are not restricted):

- learning and development opportunities
- leave
- performance development and planning
- preferential treatment
- victimisation
- or any other issue which may be the cause of concern to an employee for perceived reasons of disadvantage, equity or opportunity.

This policy does not apply to decisions made by Councillors sitting as the elected Council in a properly constituted Council meeting. Occupational Health and Safety issues can also be raised with a workplace representative or the OH&S Committee. Allegations of bullying and harassment will be addressed according to the Respectful Workplace Policy.



3. Policy

Council recognises that ongoing grievances in the workplace can hinder work satisfaction and productivity, that all employees are entitled to fair and equitable treatment in the workplace and is committed to providing employees with access to effective and fair issue resolution without fear of suffering negative consequences.

It is Council’s intention that staff members raise work related issues in a constructive manner, participate in the resolution of work related issues and will be treated with appropriate courtesy and respect if they do so. Staff are expected to recognise that the most appropriate avenue for resolution of grievances is through their manager and not other staff who may not be able to assist or influence a decision. Staff will not be victimised or disadvantaged due to lodging a grievance

Council will make reasonable attempts to resolve all workplace grievances, although also acknowledges that from time to time decisions may be made which need to balance competing interests or may not be acceptable to all staff.

Initially staff who are not satisfied with a decision should contact their direct supervisor who will attempt to resolve the issue in a collaborative and inclusive way. Where the staff member is not satisfied with the outcome they may escalate it to a higher manager. Council respects that staff may wish to have a support person when raising issues, even informally. It is acceptable for staff to raise grievance regarding their direct supervisors with a higher level of management where they have attempted unsuccessfully to resolve the issue with the direct supervisor.

Nothing in this Policy prevents a complaint or grievance from being raised with the relevant external body, such as the Victorian Equal Opportunity and Human Rights Commission or the Australian Human Rights Commission, Victoria Police or Fair Work Commission. Similarly, nothing in this policy prevents Council and its managers from making reasonable decisions to manage the services, resource and priorities of the organisation and meet the needs of Council and the community.

4. Roles and Responsibilities

Person/s responsible	Accountability
Staff	<ul style="list-style-type: none"> Attempt to resolve the issues with whom they have the grievance or issue Raise any grievances in a timely manner with their direct supervisor and follow the Managing Staff Grievance Procedure Participate in grievance resolution in a constructive manner, wherever possible
Supervisor/ Manager	<ul style="list-style-type: none"> Raise and/or investigate any grievances in a timely manner and follow the Managing Staff Grievance Procedure Inform the relevant General Manager of any matters raised as a matter of course, even if resolved. Seek advice from the Manager People and Culture Actively monitor the team after a grievance has reached its conclusion.



Person/s responsible	Accountability
General Manager	<ul style="list-style-type: none">• Receive advice from managers regarding issues under investigation or resolution action and monitor progress towards their resolution• Provide support and advice to managers managing grievances• Actively manage grievances where local resolution has not been successful, in the absence of the manager, where a large number of staff are involved, or where the nature of the grievance involves a significant risk to Council• Determine the course of action where a grievance may result in disciplinary action• Advise the CEO of significant grievances being managed within their Directorate
Manager People and Culture	<ul style="list-style-type: none">• Provide advice, and assistance to all parties to assist with a satisfactory resolution of the matter.• Support the investigation of grievances.• Develop an investigation plan including communication and responsibilities• Arrange and manage external consultants where required
Chief Executive Officer	<ul style="list-style-type: none">• Determine the actions arising from the recommendations of an external consultant• Advise the complainant and respondent in writing of the findings• Facilitate any appeal which may be forthcoming from the grievance process.• Inform Council of any potential community impact or interest which may arise from a grievance

5. Human Rights Statement

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act (2007). Central Goldfields Shire Council is committed to consultation and cooperation between management and staff. Council will formally involve elected staff representatives in any workplace change that may affect its staff.

6. Related Policies and Procedures

- Managing Workplace Grievance Procedure
- Respectful Workplace Policy
- OH&S Policy and Procedures
- Performance Management and Discipline Policy and Procedure

7. Relevant Legislation and Guidelines

- Central Goldfields Shire Council Enterprise Agreement

