



GRIEVANCE RESOLUTION POLICY

POLICY STATEMENT

It is the policy of this company to ensure that no person is treated unfairly, and we will ensure that any grievance that occurs when a person feels that they have been untreated unfairly is treated seriously and impartially.

AIMS AND OBJECTIVES

We will implement procedures that allow a person who feels that they have been treated unfairly in any way to raise the issue with management to allow the issue to be dealt with. It is recognised that grievances and disputes are best settled at the lowest possible level, and workers at all levels will be encouraged to settle grievances and disputes at their level where possible, and without the need for managerial intervention.

RESPONSIBILITIES

We will ensure that all supervisors are aware of the need to ensure that grievances and disputes between workers are settled amicably and at the lowest possible level and avoiding the need for managerial intervention, and where necessary, are educated in the skills necessary for dispute resolution. All workers will follow this process if a person is in dispute with another worker or a superior –

- The matter is to be discussed between the persons involved and their superior
- If the matter cannot be resolved at this level, the matter will be referred to the next level until all avenues available in this process are exhausted.
- Where a matter cannot be resolved “in-house”, then it may be referred to an external tribunal for decision.

All parties will respect and abide by any decision made in resolution of the dispute. An accurate record will be kept of the settlement and be signed off by all parties involved.

AUTHORISED BY

Signed: _____

Position: _____

Date: 11/3/21