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## *General Games Company – Grievance Procedure*

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Employers must provide a clear and fair process for workers to raise and settle grievances or complaints that arise against another worker or group of workers.

Grievances may arise from a range of issues concerning the management of workers such as:

- Bullying and inappropriate behaviour
- Discrimination
- Alcohol and other drugs
- Anxiety and depression
- Violence
- Mental health

### **Employer Responsibilities**

Employers need to:

- manage hazards associated with grievances and complaints in the workplace
- implement control measures to manage these risks
- take a proactive approach in identifying unreasonable behaviour and situations that are likely to increase the risk of complaints or grievances occurring
- monitor and review the effectiveness of these measures

### **Safety Solutions**

Employers should:

- regularly consult with workers and health and safety representatives to uncover if bullying or inappropriate behaviour is occurring or if there are factors likely to increase the risk of workplace bullying or inappropriate behaviour
- set the standard of workplace behaviour
- design safe systems of work by clearly defining jobs and providing workers with the resources, information and training they need to carry out their work safely
- implement workplace bullying reporting and response procedures
- develop productive and respectful workplace relationships through good management practices and effective communication
- provide information and training on workplace policies and procedures, available support, and assistance, and how to prevent and respond to workplace bullying and inappropriate behaviour
- ensure workers and managers understand the consequences (disciplinary or other) of disregarding policies and safe work practices with regard to psychological hazards
- prioritise measures that foster and protect the psychological health of employees

### **Employee Options**

If you have a grievance or complaint familiarise yourself with your company's Grievance and Complaint Resolution Procedure. This procedure will outline the management process. You can:

- ask to resolve the issue informally
- raise the issue formally by lodging a Grievance and Complaint Report
- refer the issue to the Fair Work Commission or SafeWork SA.

### **Procedure for Formal Complaint**

Personnel who choose to make a formal complaint in writing to their manager/supervisor or other appropriate person, must document the:

- nature of the grievance
- time and date of the incident(s) giving rise to the grievance
- names and signatures of any witnesses
- date of the lodgement of the grievance
- the complaint must be signed by the aggrieved person

Once a formal complaint is made, the matter will be investigated by the manager/supervisor. If a manager/supervisor is named as a party to the grievance, the Executive Officer, Resources will nominate the person responsible for the investigation ("investigator").

If a grievance is substantiated following an investigation, the investigator will advise all involved of the remedial or corrective action to be taken.

If the grievance is not substantiated, the complainant will be given an explanation as to the specific details of why that finding was made.

If the complainant is not satisfied with the way in which their grievance was handled, or disagrees with the outcome, they may refer the matter to the CEO.

If the grievance is of an industrial nature and remains unresolved, the complainant may seek to have the matter referred to the Fair Work Commission or SafeWorkSA.

Without prejudice to either party, work should continue as normal whilst the matter in dispute is being investigated with in accordance with this policy.

### **Resolution**

In managing and resolving complaints or grievances employers should:

- resolve the matter informally and locally, where possible
- negotiate and aim for conciliation (applies to all parties)
- inform all parties that they may nominate a Support Person to help them through the process; allow a reasonable time for parties to arrange
- treat the matter seriously and confidentially
- respond to the grievance or complaint within a reasonable timeframe; delays will increase the likelihood of escalation and reduce the potential for satisfactory resolution
- ensure parties are not the subject of victimisation; take prompt disciplinary action should this occur
- provide support to all parties involved in the process
- use appropriate communication channels throughout the process
- maintain appropriate documentation
- principles of natural justice will guide the application of this procedure.