Rainbow Hero Co

EMPLOYEE GRIEVANCE PROCEDURE

**INTRODUCTION**

This procedure provides a step-by-step guide to resolving & manage work-related grievances & disputes.

**GRIEVANCE REPORTING**

What an employee should do if she/he would like to report a grievance? Who should they contact first and how should they attempt to resolve the issue before escalating to management?

The first instance of any issues should be attempted to be resolved informally. This is before a formal complaint is made that is if the employee feels comfortable doing so.

How you should attempt to resolve the issue is by confronting the other party & discuss what is wrong but if you are not comfortable doing so then go to the first contact.

Your first contact to report a grievance is a supervisor.

**INFORMAL REPORTING**

What should an employee do if the issue was not resolved?

If you don’t feel comfortable with confronting the other party, then you should do informal reporting  
What could be done in writing?  
What will happen next?

**FORMAL REPORTING**

What is the next step in grievance reporting?   
What could be done in person?  
What will happen next?

**APPEALS**

What an employee should do if they are not satisfied with the outcome?   
How can they appeal the decision?  
What is the latest day they can appeal?**CONFIDENTIALITY**

What methods are used to ensure employees confidentiality when resolving grievances?

Any discussions about the grievance will be discussed in private. The identity of those involved will not be disclosed to people in the workplace who have no involvement in the conflict. Inappropriate release of information may lead to complication of the dispute resolution process.

This is using [CITEMS-EEO-Anti-Discrimination-Policies-and-Procedures\_v1.0](https://www.citems.com.au/wp-content/uploads/2021/01/CITEMS-EEO-Anti-Discrimination-Policies-and-Procedures_v1.0.pdf) as a reference but it is being reworded & changed so it is more related to how I want it.

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