Rainbow Hero Co

EMPLOYEE GRIEVANCE PROCEDURE

INTRODUCTION

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

GRIEVANCE REPORTING

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

If you don’t feel comfortable with confronting the other party involved in person, then you should raise the grievance with a superior not involved in the conflict. This can be done in writing & any verbal statements that are recorded. The Supervisor will meet both parties involved to understand & resolve the grievance informally. If resolved the process will end, but if not, then a formal complaint can be lodged.

FORMAL REPORTING

The management will form an investigation unit. The involved party must submit a formal response to the grievance. The parties will review the response & decide on whether the issue has been resolved or not. If agreed with the proposed solution or response, then the process ends. If an agreement has not been achieved, then further steps are required.

APPEALS

If the proposed solution is not accepted by the parties involved, then an appeal can be lodged. An appeal will involve a Senior Management of the Corporation. The process repeats till an agreement is reached. An appeal can happen within 7 business days of the start of the grievance.

CONFIDENTIALITY

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.