

Grievance Policy

Tony's Tuna International Pty Ltd acknowledges that problems can arise at work that may sometimes cause employees to feel aggrieved; such as:

- anything done, or not done, by management, another employee or employees;
- discrimination;
- harassment;
- any other employment related decision or behaviour; or
- application of the discipline/warnings procedure

An employee who believes something is unfair, unjust or upsetting in relation to a work related matter has the following options available to them:

- The employee can speak to the person causing the problem and inform them that their behaviour, decision or action was unfair, offensive or discriminatory, and why they believe this to be so.
- The employee can speak to their immediate manager/supervisor, or if that is not appropriate, then the General Manager, about the grievance who will then address the issue on behalf of management. With the employee's approval, the manager/supervisor may approach the person or persons involved in the identified issue and talk to them informally about the particular grievance.
- The employee can make a formal complaint in writing to their manager/supervisor in line with the attached procedure.

Tony's Tuna International Pty Ltd will address such problems, referred to as grievances, in-house in a timely and confidential manner. Each complaint will be dealt with in as short a time as is possible, dependent upon the individual circumstances of the case.

Employees have the right to expect that their grievance will be treated as confidentially as possible. However, employees must realise that for an adequate and fair investigation to take place, the details of their complaint will require discussions with those accused and their representatives, as well as with management.

No employee involved in the grievance process will unreasonably disclose the details of the grievance, the investigation or the outcome. If any employee is found to have breached confidentiality, appropriate disciplinary action may be taken against them.

Employees will not be victimised as a result of raising a genuine grievance. However, Tony's Tuna International Pty Ltd reserves the right to take action against an employee who is proven to have engaged in making false or misleading accusations.

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Grievance Procedure

An employee who chooses to make a formal complaint in writing to their manager/supervisor must outline:

- the nature of the grievance;
- the time and date of the incident(s) giving rise to it;
- the names of any witnesses;
- their signature; and
- the date of the lodgement of the grievance

Once a formal complaint is made, the matter will be investigated by the designated management representative.

If the employee's grievance is substantiated following the investigation, the management representative will advise the employee of the remedial or corrective action to be taken.

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

If the employee is not satisfied with the way in which their grievance was handled, or is unhappy with the outcome, they may refer the matter to the General Manager or other nominated senior manager.

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

The employee may seek the assistance of an agent, the Office of the Employee Ombudsman or a registered association throughout this process.

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

Authorising Officer: _____ Date: ____/____/_____
General Manager