



Grievance policy

This policy outlines the grievance process workflow in Happy HR.

Happy HR grievance process:

Fostering a positive work environment and culture is a priority for Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation. At times however problems can still occur at work that may cause individuals to feel wronged or aggrieved. The purpose of this policy is to take you through how such grievances are worked through and how they can be addressed in a timely and confidential manner.

What are your options if you have a grievance?

Address the matter informally (this option is referred to as the "smuss face policy") – If it is appropriate and if you are comfortable, approach the individual who has aggrieved you and outline how their actions resulted in you being aggrieved. The individual may not be aware that their actions affected you and by informing them you are providing them with an opportunity to correct the matter at hand.

Raise the issue with management – talk to your manager or other senior person should your grievance be in relation to your manager. They will be able to inform you of your options with respect to addressing the grievance. They can support you in addressing the matter in an informal way or support you in taking formal action. Should the grievance pose a wider organisation risk they may be required to take formal action on your behalf to ensure the safety of all employees/clients.

Lodge a formal grievance via Happy HR – A formal grievance can be lodged electronically through Happy HR. Complaints can be submitted to the authorised senior manager using the grievance process in Happy HR. To access the grievance process, navigate to the Grievance tab in your Happy HR employee account.

The process will be as follows:

1. The supervisor or investigating officer will interview the employee lodging the complaint. The employee is permitted to bring a support person to the interview and all/any further subsequent interviews. The responsible manager may also be present at this meeting.
2. The supervisor or investigating officer will meet with the person who has had a complaint lodged against them and a written summary of the complaint will be given to that person. They will be provided with an opportunity to respond in another interview with the investigating officer/s.
3. During this time statements from witnesses and other relevant evidence may be obtained.
4. The supervisor or investigating officer will make a recommendation to the responsible Manager and as to whether the complaint has substance based on the available evidence. This is done in a report documenting the investigation process, the evidence, the findings, and a recommended outcome.
5. The responsible manager is required to formally report what action has been taken to

resolve the issue within **5 business days**. This will be recorded in the official log and the complainant notified on the action taken.

6. Management may act on the recommendation given by the Management Team or after due consideration, decide on an alternative course of action.
7. Follow up of the matter will be conducted within two to four weeks, depending on the severity of the matter.
8. Where the review reveals the complaint has not been rectified, the matter will be escalated to the appropriate authority.
9. The complainant may withdraw the complaint. However, as the company has a legal obligation to maintain a harassment free workplace, the company will, at its discretion, further investigate the complaint to determine if there is a risk to the health and well-being of its employees.
10. If the complaint is substantiated, the possible outcomes can range from an apology, counselling of the person against whom a complaint is found, to disciplinary action, which can range from transfer to an alternative position, a written warning, PIP goal plan and a first and final warning, to termination of employment.
11. If the complaint is found to be unsubstantiated, no further action will be taken unless it is found that the complaint was made vexatiously or was knowingly false, in which case disciplinary action may be taken against the complainant.
12. At the conclusion of the process, a member of the Management Team will follow up with the parties to ensure the offending behaviour has stopped and that neither party has been victimised.

Other options:

The complainant has the right to make a complaint to Worksafe, the Australian Human Rights Commission, the Fair Work Ombudsman and the Equal Opportunity Commission or the appropriate State Anti-Discrimination Board if they feel that the matter has not been managed in accordance with this policy or feel that the company has been unjustly bias. Further advice can also be sought from a union or lawyer should it be appropriate to do so.

Discipline under this policy:

Management of Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation has the responsibility of overseeing this policy. Supervisors and managers will ensure employees are compliant with all areas of this policy, including any disciplinary action resulting from non-compliance.