



Grievance Policy

1. Scope

This policy applies to anyone performing work (**you/workers**) for Sports Aid Pty Ltd (**Company**).

2. Purpose of this policy

The Company acknowledges that issues can arise in the workplace that may cause workers to feel aggrieved from time to time. These issues can sometimes arise from the behaviour or decisions of management or other employees and can impact productivity and team morale in the workplace.

This policy outlines the procedures workers should follow to try to resolve grievances in the Company's workplace and also outlines the steps the Company may take to assist in that process.

While this policy outlines the steps the Company will endeavour to take, the Company maintains discretion to deal with any grievance raised as necessary and appropriate, for the purposes of, amongst other things, complying with its work health and safety obligations to its workers.

This policy does not confer any contractual rights to any worker.

3. Procedure

Informal resolution

In the first instance, and where it is appropriate, the Company encourages workers to attempt to resolve grievances directly with the other person involved. In many circumstances this will be the most efficient and direct way of dealing with concerns as they arise.

This may involve approaching the person and telling them how their behaviour is affecting you, so that you can work towards a resolution. This discussion should of course be conducted in a professional and courteous manner, and should not seek to escalate conflict, but to resolve the concerns raised.

The Company recognises that an informal approach may not be appropriate in all circumstances (eg. if you feel uncomfortable approaching the person, or the grievance concerns allegations of a serious nature). Where this is the case, you should speak to your manager (or another senior employee of the Company if your complaint relates to your direct manager), and consider making a formal complaint, where appropriate.

Making a complaint

Where informal resolution is not appropriate, you may elect to make a formal complaint to your manager, or other senior employee of the Company if your concerns relate to your manager.

While you may initially make notification of a complaint verbally, it should be substantively made in writing and should contain a detailed description of the allegation(s), the time and date of the incident(s), and the names of other involved parties and any relevant witnesses to the behaviour.

Where a complaint is made, the Company will gather further information from the complainant where necessary, and otherwise communicate with the complainant as to possible options for addressing or resolving the complaint.

The Company holds discretion as to how to respond to a complaint, and may address a complaint in a number of ways, including, but not limited to:

- formal investigation by the Company or an external party;
- the Company providing assistance to the involved parties to try to reach direct resolution, including by way of mediation; or
- no action being taken, for example, where the complaint has been made vexatiously, or concerns matters that are not serious enough to be addressed by investigation.

4. Investigation of a complaint

Where a grievance cannot be resolved informally and the Company deems an investigation is required, the complaint will be investigated by a person the Company deems appropriate, which may include a third party undertaking the investigation.

The Company endeavours to deal with all investigations of complaints promptly and appropriately at the time they are made. The investigation process will generally involve interviewing the complainant, the person against whom the complaint was made and any other relevant witnesses. Both you and the person against whom the complaint will be made will generally be allowed to have a support person present during the interview process.

The Company retains its discretion to conduct the investigation as it sees fit, depending on the nature of the complaint, the process of any appointed investigator and any other relevant considerations.

5. Confidentiality

All grievances will be treated with the utmost confidentiality (except where the Company deems it is necessary to disclose the complaint for the purpose of dealing with it effectively). It is important that you also maintain confidentiality and do not discuss your complaint with others, without the Company's prior written consent.

6. Possible outcomes

If an investigation reveals that a complaint is substantiated, there are a number of actions that may be taken by the Company, depending on the nature of the complaint. This may include disciplinary action up to and including termination of employment.

Similarly, if a complaint is found to have been vexatious, disciplinary action may be taken against the complainant, up to and including termination of employment.

7. Variation

The Company may unilaterally introduce, vary, remove or replace this policy at any time.