

POLICY NO AND TITLE	<b>1.2.1</b>	<b>Conditions of employment policy</b>
PROCEDURE	1.2.1(k)	Grievances/Disputes
VERSION AND DATE ADOPTED	1	
RESPONSIBLE OFFICER		Manager Human Resources

### Introduction

Council recognises that occasions may arise where an employee(s) may have a grievance or dispute associated with their conditions of employment or other work related issues. Every endeavour shall be made to satisfactorily resolve employee grievances in a fair and equitable manner.

### Guidelines/ Procedures

Where a grievance or dispute arises in the area of job evaluation, performance review, EEO or any other general matter, the following procedure is to be followed. If there is a grievance or dispute pertaining to workplace harassment, the harassment grievance procedure (refer Section 8.8) is to be followed.

- Any grievance, complaint or dispute shall, in the first instance, be discussed between the employee and their immediate supervisor.
- Should the matter not be resolved at this level within one week of the complaint being lodged, it shall be forwarded to the Section Manager for discussions to take place.
- Should the matter not be resolved at this level within 48 hours of the complaint being referred, it shall be forwarded to the relevant Director for discussions to take place.
- Should the matter not be resolved at this level within one week of the complaint being referred, it shall be forwarded to the next meeting of the Consultative Committee for review and an appropriate recommendation made to the General Manager.
- At any stage of the disputes procedure, any party may refer the matter to a Union representative, or at any stage of the disputes procedure the employee may follow the grievance provisions of the Award.
- In the event that a Union is involved in the process, the Human Resources Manager and General Manager are to be notified.
- Work shall continue as normal in accordance with the Award, whilst a matter in dispute is still in the course of investigation.