Associate and Employee Complaints Policy

**Policy Statement**

This grievance procedure policy explains how associates and employees can voice grievances. See management values the contributions of associates and employees and is concerned about any conditions that may affect or hinder their work, health and safety or well-being. The purpose of this policy is to ensure that associates and employees have access to a fair grievance procedure and to avoid conflicts.

**Scope**

This policy refers to everyone in the college regardless of position or status.

**Definition of Grievance**

This policy defines grievance as any complaint, problem or concern of an employee regarding their workplace, job or coworker relationships. Associates and employees can file grievances for any of the following reasons:

* Workplace harassment
* Health and safety
* Supervisor behavior
* Adverse changes in employment conditions

**Procedures**

Associates and employees are encouraged to talk to each other to resolve their problems. When this isn’t possible, associates and employees may file a grievance by communicating informally with the CEO who will try to resolve the problem.

The CEO is unable to resolve the problem informally, the following process shall apply:

1. The associate or employee shall fill out a grievance form (see Appendix 1)
2. The CEO will discuss the matter with the grievant to ensure the matter is understood completely
3. The CEO will provide the grievant who faces allegations with a copy of the grievance
4. The CEO will organize mediation procedures (e.g. arranging a formal meeting)
5. The CEO will investigate the matter or ask the help of an investigator when needed
6. The CEO will keep associates and employees informed throughout the process
7. The CEO will communicate the formal decision to all associates and employees involved
8. The CEO will take actions to ensure the formal decision is adhered to
9. The CEO will deal with appeals by gathering more information and investigating further
10. The college will maintain accurate records of these activities

If the grievance relates to a colleague’s behavior (e.g. sexual harassment or violence), the CEO may initiate disciplinary action.

Associates and employees who file grievances can:

* Reach out to the CEO
* File a grievance form explaining the situation in detail using Appendix 1
* Refuse to attend formal meetings on their own
* Appeal any formal decision

Associates and employees who face allegation have the right to:

* Receive a copy of the allegations against them
* Respond to the allegations
* Appeal any formal decision

In dealing with a grievance, the college is obliged to:

* Have a formal grievance procedure in place
* Communicate the procedure
* Investigate all grievances promptly
* Treat all associates and employees who file grievances equally
* Preserve confidentiality at all stages of the process
* Resolve all grievances when possible
* Ensure that there is no retaliation when associates and employees file grievances with the college or external agencies (e.g. equal employment opportunity committee)

This procedure may vary according to the nature of a grievance. For example, if an associate or employee is found guilty of racial discrimination, the college will begin disciplinary procedures.

**Appendix 1**

Record of Grievance

Name of Individual making the grievance:

Location:

Date:

Nature of grievance

Resolution Agreed:

Signed grievant:

Date:

Signed CEO/nominee:

Date:

This policy has been approved & authorised by:

Name: Prof Stuart Orr

Position: CEO

Date: 1 May, 2023

Signature: 

Review date of Policy: 1 May 2024