

## EMPLOYEE GRIEVANCES

### Objective

To detail the policy applying to grievances in the workplace, and to provide procedures for satisfactory complaint resolution.

### Scope

The policy applies to all persons entering and/or occupying the premises of the Gilgandra Shire Council.

### Policy

A grievance is any type of problem, concern or complaint related to work or the work environment. A grievance may be about any act, omission, situation or decision that you think is unfair, discriminatory or unjustified. Our policies on EEO, Bullying and Harassment also outline types of behaviour that are and are not acceptable within the Council's workplace.

Council staff have the right to register a grievance at any time. Please use the procedure as you need to. These guiding principles set out the way in which we will handle a complaint.

- **Completely confidential** - Only the people directly involved in making or investigating a complaint will have access to information about the complaint.
- **Impartial** - All procedures during the investigation of the grievance will be impartial. Both sides will have a chance to tell their side of the story. No assumptions will be made and no action will be taken until all relevant information has been collected, investigated and considered.
- **Free of repercussions** - No action will be taken against anyone for making a complaint or helping someone to make a complaint. Council is committed to ensuring that no repercussions or victimisation occurs against anyone who makes a complaint. Seeking redress of a trivial, frivolous or vexatious issue through a grievance procedure will not be tolerated.
- **Timely** - All complaints will be dealt with as quickly as possible and we aim to resolve all complaints within four weeks if at all possible. A record of the resolution will be maintained by People and Culture.

### **Note:**

***This policy is not to be used for matters which are processed in accordance with the disputes procedure of the relevant Award (e.g.: Clause 36 of the Local Government (State) Award – Grievance and Dispute Procedures)***

*Relevant Legislation*

Local Government Act 1993 (NSW)  
 Anti Discrimination Act 1977 (NSW)  
 Sex Discrimination Act 1984 (Cth)  
 Racial Discrimination Act 1975 (Cth)  
 Disability Discrimination Act 1992 (Cth)  
 Local Government (State) Award 2020  
 Local Government Aged, Disability and Home Care (State) Award

*Associated Documents*

Council's Grievance Handling Procedure (available on Council's intranet – C&BS – Documents)

<b>Responsible Officer:</b>	Director Growth and Liveability		
<b>Date Adopted:</b>	19/3/09 21/10/10 18/2/15 17/2/16 20/3/17 16/2/21 21/02/23	<b>Resolution No:</b>	102/09 376/10 15//15 18/16 48/18 15/21 11/23
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