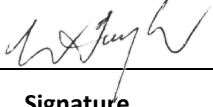


<b>Policy Name</b>	<b>STAFF GRIEVANCES AND COMPLAINTS RESOLUTION POLICY</b>
<b>Policy Number</b>	<b>G006_PO (Governance)</b>
<b>Purpose</b>	<p>The Whitehouse Institute of Design, Australia (Whitehouse) is committed to providing a safe, collegiate and respectful workplace. From time to time there may be issues or conflicts that arise that cause an individual to feel aggrieved. The purpose of this policy and procedure is to acknowledge the rights and responsibilities of Whitehouse staff and to provide them with the opportunities to resolve a grievance concerning decisions that adversely affect them or other matters about which they are aggrieved in their capacity as employees of Whitehouse.</p> <p>Whitehouse recognizes its obligations and responsibilities under law to ensure that issues affecting employment, the undertaking of work duties and the psychological/physical wellbeing of staff are addressed in a timely and transparent manner and to ensure that it has protections for the physical and psychological wellbeing of its staff.</p>
<b>Scope</b>	This policy applies to all staff and contractors across all areas of Whitehouse.
<b>Policy Statement</b>	<p>Whitehouse aims to provide the means for early resolution of complaints and grievances, to prevent personal conflicts becoming entrenched and to resolve grievances without delay, in a conciliatory and effective manner.</p> <p>Whitehouse aims to encourage a harmonious work environment, minimise disruption to the Institute and to reduce the time Whitehouse commits to resolution of personal grievances and the expense of seeking external legal advice and representation.</p> <p>In each grievance, principles of due process and natural justice require that the person complained about in the grievance should be fully informed of the complaint and be given the opportunity to respond.</p> <p>Whitehouse will protect the confidentiality of all parties involved in the process of grievance and complaints resolution.</p>
<b>Relevant Legislation</b>	<p><b>Commonwealth Legislation</b></p> <ul style="list-style-type: none"> <li>• The National <a href="#">Employment Standards</a></li> <li>• <a href="#">Australian Human Rights Commission Act 1986</a></li> <li>• <a href="#">Age Discrimination Act 2004</a></li> <li>• <a href="#">Disability Discrimination Act 1992</a></li> <li>• <a href="#">Racial Discrimination Act 1975</a></li> <li>• <a href="#">Sex Discrimination Act 1984</a></li> <li>• <a href="#">Privacy Act (Cwlth) 1988</a></li> <li>• <a href="#">Standards for Registered Training Organisations (RTOs) 2015*</a></li> </ul> <p><b>State Legislation</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Privacy and Personal Information Protection Act 1998 (NSW)</a></li> <li>• <a href="#">State Records Act 1998 (NSW)</a></li> <li>• <a href="#">Crimes Act 1900 (NSW)</a></li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="#">NSW Anti-Discrimination Act 1977</a></li> <li>• <a href="#">The Equal Opportunity Act 2010, (Victoria)</a></li> <li>• <a href="#">Racial and Religious Tolerance Act 2001 (Victoria)</a></li> <li>• <a href="#">Information Privacy Act 2000 (Victoria)</a></li> <li>• <a href="#">Workcover NSW</a></li> <li>• <a href="#">WorkSafe Victoria</a></li> </ul> <p><b>*SNR 20:</b> Compliance with legislation</p> <p>20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.</p> <p>20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.</p>
<p><b>Key Related Documents</b></p>	<p>Code of Conduct</p> <p>Access and Equity Policy</p> <p>Access and Equity Procedure</p> <p>Privacy Policy</p> <p>Privacy Procedure</p> <p>Staff Handbook</p>
<p><b>Definitions</b></p>	<p><b>Bullying:</b> in the workplace is best described as any physical or psychological behaviour that is unreasonable or undesirable, which intimidates and or undermines a person or a group of people.</p> <p>Bullying will generally meet the following criteria:</p> <ul style="list-style-type: none"> <li>• it is repeated, persistent, insistent</li> <li>• it is unwelcome and unsolicited</li> <li>• the recipient considers the behaviour to be offensive, intimidating, humiliating, threatening or belittling.</li> </ul> <p><b>Complaint:</b> any type of problem or concern about work or the work environment. Complaints can include but are not limited to grievances and issues relating to:</p> <ul style="list-style-type: none"> <li>• the conduct of another staff member or student</li> <li>• discrimination, harassment or bullying</li> <li>• workplace healthy and or safety</li> <li>• the implementation of policies and procedures.</li> </ul> <p><b>Discrimination:</b> is treating someone less favourably because of their:</p> <ul style="list-style-type: none"> <li>• race</li> <li>• ethno-religion</li> <li>• sex</li> <li>• pregnancy</li> <li>• marital status</li> <li>• disability</li> </ul>

	<ul style="list-style-type: none"> <li>• age</li> <li>• homosexuality or</li> <li>• transgender status.</li> </ul> <p>Harassment is behaviour which is unwanted, unwelcome, intrusive, offends, embarrasses or frightens someone that is either sexual or targets them because of their race, ethno-religion, sex, pregnancy, marital status, disability, age, homosexuality or transgender status.</p> <p>Harassment is not negative comment or feedback on performance which is covered in the Employment Policy.</p>
<b>Responsible Officer</b>	Executive Directors
<b>Approval Authority/ Authorities</b>	Board of Governors
<b>Date Approved</b>	10/04/2017
<b>Date of Commencement</b>	11/04/2017
<b>Date for Review</b>	11/04/2020
<b>Documents superseded by this Procedure</b>	006 – Governance: Grievance and complaints resolution – Staff, January 2013 Grievance and complaints resolution for staff – Policy Number:001.010, 2008
<b>Amendment History</b>	<p><b>05/2018</b> Re-branding – Header &amp; Footer only</p> <p><b>12/2016</b> Policy and Procedures separated. Updated formatting and minor amendments Changed formatting Updated hyperlinks</p> <p><b>01/2013</b> Changed formatting - included procedure and policy in one document Significant adjustments and inclusions to policy wording and content</p> <p><b>19/09 /2012</b> Approved by Board of Governors</p>
<b>Signed and dated for Whitehouse Institute Pty Ltd</b>	<div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="text-align: center;">   <hr/> <b>Signature</b> </div> <div style="text-align: center;"> <hr/> <b>Les Taylor</b>  <hr/> <b>Name</b> </div> <div style="text-align: center;"> <hr/> <b>30/05/2018</b>  <hr/> <b>Date</b> </div> </div>

---

INFORMAITON FOR PUBLISIHING ON POLICY REGISTER	
<b>Category</b>	Governance
<b>Stakeholders</b>	Board of Governors Academic Board Executive Management Academic Staff Administration Staff