

Procedure Name	STAFF GRIEVANCES AND COMPLAINTS RESOLUTION PROCEDURE
Procedure Number	G006_PR (Governance)
Purpose	<p>This procedure requires actions by the following:</p> <ul style="list-style-type: none"> • Staff • Staff Supervisors and/or Line Managers • Executive Director or member of the Executive Management Committee.
Scope	This procedure applies to all staff and contractors across all areas of Whitehouse.
Procedure	<p>Grievances of any sort, including bullying harassment, and discrimination can be managed formally or informally depending upon the circumstances.</p> <p>Not all stages below may be appropriate in every situation.</p> <ol style="list-style-type: none"> 1. Approach the person who has caused the grievance. This stage involves an attempt to resolve the issue informally at the lowest possible level. It involves an approach from the person with the grievance to the alleged perpetrator to recognise the inappropriate behaviour and the perpetrator taking responsibility and stopping the inappropriate behaviour. This should only proceed if the aggrieved person feels comfortable in making the approach. <p>AND / OR If Unresolved</p> <ol style="list-style-type: none"> 2. Discuss the grievance with the person's line manager. The line manager may give information on the options available to resolve a complaint and assist with informal mediation. <p>AND /OR If Unresolved</p> <ol style="list-style-type: none"> 3. If the grievance cannot be resolved informally at the workplace level, or if the alleged offender disputes the allegations, or if the allegations are serious or aggravated, a written complaint must be provided to the Executive Director or a member of the Executive Management Committee. This written record constitutes a formal grievance. 4. Once a formal grievance is received an internal investigation will be conducted by a member of senior management or an external consultant. 5. The possible outcomes from this resolution process are a joint agreement, insufficient evidence to take any action, or. 6. Disciplinary action. Disciplinary action may include a written apology, counselling, training, formal warning, demotion, suspension with or without pay or dismissal. 7. The investigation can have three outcomes; being substantiated, lead to an open finding, or found to be a malicious complaint. If the complaint is found to be malicious disciplinary action can be taken against the employee. <p>As per the policy Whitehouse will protect the confidentiality of all parties involved in the process of grievance and complaints resolution.</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.

If a staff member is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below.

Workcover NSW

PH:1310 SO

www.sira.nsw.gov.au/contact-us

WorkSafe Victoria

PH:(03) 96411444 or 1800136 089 (toll free)

www.worksafe.vic.gov.au/contact-us

Australian Human Rights Commission

Level 3, 175 Pitt Street SYDNEY NSW 2000

GPO Box5218 SYDNEY NSW 2001

Telephone: (02) 9284 9600

Complaints Infoline: 1300 656 419

www.humanrights.gov.au/complaint-information

Relevant Legislation

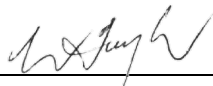
Commonwealth Legislation

- The National [Employment Standards](#)
- [Australian Human Rights Commission Act 1986](#)
- [Age Discrimination Act 2004](#)
- [Disability Discrimination Act 1992](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)
- [Privacy Act \(Cwlth\) 1988](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015*](#)

State Legislation

- [Privacy and Personal Information Protection Act 1998 \(NSW\)](#)
- [State Records Act 1998 \(NSW\)](#)
- [Crimes Act 1900 \(NSW\)](#)
- [NSW Anti-Discrimination Act 1977](#)
- [The Equal Opportunity Act 2010](#), (Victoria)
- [Racial and Religious Tolerance Act 2001](#) (Victoria)
- [Information Privacy Act 2000](#) (Victoria)
- [Workcover NSW](#)
- [WorkSafe Victoria](#)

	<p>*SNR 20: 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>Key Related Documents</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>Definitions</p>	<p>Bullying: in the workplace is best described as any physical or psychological behaviour that is unreasonable or undesirable in the workplace 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"> • it is repeated, persistent, insistent • it is unwelcome and unsolicited • the recipient considers the behaviour to be offensive, intimidating, humiliating, threatening or belittling. <p>Complaint: 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"> • the conduct of another staff member or student • discrimination, harassment or bullying • workplace healthy and or safety • the implementation of policies and procedures. <p>Discrimination: is treating someone less favourably because of their:</p> <ul style="list-style-type: none"> • race • ethno-religion • sex • pregnancy • marital status • disability • age • homosexuality or • transgender status.

	<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>		
Responsible Officer	Executive Directors		
Approval Authority/ Authorities	Board of Governors		
Date Approved	10/04/2017		
Date of Commencement	11/04/2017		
Date for Review	11/04/2020		
Documents superseded by this Procedure	<p>006 – Governance: Grievance and complaints resolution – staff, January 2013</p> <p>Grievance and complaints resolution for staff - Policynumber:001.010, 2008</p>		
Amendment History	<p>05/2018 Re-branding – Header & Footer only</p> <p>12/2016 Policy and Procedures separated. Updated formatting and minor amendments Changed formatting Updated hyperlinks</p> <p>01/2013 Changed formatting - included procedure and policy in one document Significant adjustments and inclusions to policy wording and content</p> <p>19/09/2012 Approved by Board of Governors</p>		
Signed and dated for Whitehouse Institute Pty Ltd		Les Taylor	30/05/2018
	Signature	Name	Date

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Category	Governance
Stakeholders	Board of Governors Academic Board Executive Management Academic Staff Administration Staff