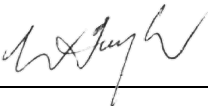
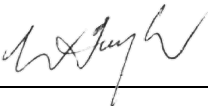
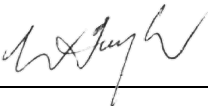


Policy Name	STAFF GRIEVANCES AND COMPLAINTS RESOLUTION POLICY
Policy Number	G006_PO (Governance)
Purpose	<p>The Whitehouse Institute of Design, Australia (Whitehouse) is committed to providing a safe, collegiate, and respectful workplace. From time to time there may be issues or conflicts that arise that cause an individual to feel aggrieved. The purpose of this policy 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 recognises 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>
Scope	This policy applies to all staff and contractors across all Whitehouse campuses.
Policy Statement	<p>Whitehouse responds to complaints and grievances to prevent personal conflicts from escalating and resolves grievances without delay, in a conciliatory and effective manner.</p> <p>Whitehouse encourages a harmonious work environment that may otherwise disrupt the Institute’s operations and minimises the time it takes to resolve grievances before they escalate to a need to resolve them formally and / or referral to an external agency.</p> <p>Each case is treated upholding the principles of due process and natural justice, where the person making the complaint or grievance is kept fully informed of how their case will be addressed and resolved.</p> <p>Whitehouse protects the confidentiality of all parties involved in the process of grievance and complaints resolution, in accordance with its Privacy Policy.</p>
Relevant Legislation	<p>Commonwealth Legislation</p> <ul style="list-style-type: none"> • Fair work ombudsman: The National Employment Standards • Safe Work Australia • Guide for Preventing and Responding to Workplace Bullying (Safe Work Australia) • Australian Human Rights Commission Act 1986 • Anti-Discrimination Act 1991 • Age Discrimination Act 2004 • Disability Discrimination Act 1992 • Racial Discrimination Act 1975 • Sex Discrimination Act 1984 • Privacy Act (Cwlth) 1988

	<p>State Legislation</p> <p>NSW</p> <ul style="list-style-type: none"> • Privacy and Personal Information Protection Act 1998 (NSW) • State Records Act 1998 (NSW) • SafeWork NSW • Crimes Act 1900 (NSW) • NSW Anti-Discrimination Act 1977 <p>Victoria</p> <ul style="list-style-type: none"> • Victorian Equal Opportunity and Human Rights Commission • Racial and Religious Tolerance Act 2001 (Victoria) • Information Privacy Act 2000 (Victoria) • WorkSafe Victoria <p>Queensland</p> <ul style="list-style-type: none"> • Discrimination Human Rights Commission - Queensland • Fair Work - Queensland • Privacy QLD
<p>Key Related Documents</p>	<ul style="list-style-type: none"> • Code of Conduct (Staff) • Staff Handbook • Employment Policy and Procedure • Access and Equity Policy and Procedure • Bullying, Harassment and Discrimination Policy and Procedure • Sexual Assault and Sexual Harassment Policy and Procedure • Privacy Policy and Procedure
<p>Definitions</p>	<p>Complaint: any type of problem or concern about work or the work environment.</p> <p>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 • sexual assault, sexual harassment • workplace healthy and or safety • the implementation of policies and procedures. <p>Bullying / Harassment: 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 / Harassment will generally meet the following criteria:</p> <ul style="list-style-type: none"> • it is repeated, persistent, insistent • it is unwelcome and unsolicited

	<ul style="list-style-type: none"> the recipient considers the behaviour to be offensive, intimidating, humiliating, threatening, or belittling. <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, gender identity or status.</p> <p>Harassment is not negative comment or feedback on performance which is covered in the Employment Policy.</p> <p>(refer also G020 Bullying / Harassment Policy for details)</p> <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 gender status / identity. <p>(refer also G020 Bullying / Harassment Policy for details)</p>
Responsible Officer	Executive Directors
Approval Authority/ Authorities	Board of Governors
Date Approved	20/12/2023
Date of Commencement	21/12/2023
Date for Review	21/12/2026
Documents superseded by this Procedure	006 – Governance: Grievance and complaints resolution – Staff, January 2013 Grievance and complaints resolution for staff – Policy Number:001.010, 2008
Amendment History	<p>12/2023 Applied a general edit check to the text and updated policy statement section. Checked and updated Relevant Legislation links. Updated Key Related Documents section and Definitions.</p> <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	<table border="1"> <tr> <td data-bbox="402 615 820 766"></td> <td data-bbox="820 615 1242 766">Les Taylor</td> <td data-bbox="1242 615 1520 766">20/12/2023</td> </tr> <tr> <td data-bbox="402 766 820 831">Signature</td> <td data-bbox="820 766 1242 831">Name</td> <td data-bbox="1242 766 1520 831">Date</td> </tr> </table>		Les Taylor	20/12/2023	Signature	Name	Date
	Les Taylor	20/12/2023					
Signature	Name	Date					

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Board of Governors Academic Board Executive Management Academic Staff Administration Staff