

<p>Procedure Name</p>	<p>STAFF GRIEVANCES AND COMPLAINTS RESOLUTION PROCEDURE</p>
<p>Procedure Number</p>	<p>G006_PR (Governance)</p>
<p>Purpose</p>	<p>To resolve staff grievances and / or complaints raised by staff in a timely manner.</p>
<p>Scope</p>	<p>This procedure applies to all staff and contractors across all Whitehouse campuses and requires actions by.</p> <ul style="list-style-type: none"> • Staff • Staff Supervisors and/or Line Managers • Executive Director or member of the Executive Management Committee.
<p>Procedure</p>	<p>Grievances of any sort, whether physical or psychological including bullying, harassment, discrimination, sexual assault, or sexual harassment can be managed informally or formally, depending upon the circumstances of each individual case.</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. <ul style="list-style-type: none"> • 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.

As per the policy Whitehouse will protect the confidentiality of all parties involved in the process of grievance and complaints resolution.

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 can seek advice and further assistance from the authorities listed below.

Relevant Legislation

Commonwealth Legislation

- 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](#)

State Legislation

NSW

- [Privacy and Personal Information Protection Act 1998 \(NSW\)](#)
- [State Records Act 1998 \(NSW\)](#)
- [SafeWork NSW](#)
- [Crimes Act 1900 \(NSW\)](#)
- [NSW Anti-Discrimination Act 1977](#)

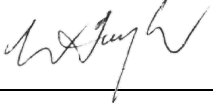
Victoria

- [Victorian Equal Opportunity and Human Rights Commission](#)
- [Racial and Religious Tolerance Act 2001 \(Victoria\)](#)
- [Information Privacy Act 2000 \(Victoria\)](#)
- [WorkSafe Victoria](#)

Queensland

- [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 • 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 - Policynumber:001.010, 2008		
Amendment History	<p>12/2023 Applied a general edit check to the text and updated purpose, scope and procedure statement sections. 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		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