

8.6 Employee and Volunteer Grievance Policy

The service aims to maintain a harmonious work environment through resolving employee grievances effectively and to the satisfaction of all concerned. The service is committed to addressing grievances in a prompt and effective manner, ensuring the rights of employees are respected. Both employer and employee will abide by their obligations under any relevant industrial award or agreement. The aim of this policy is to ensure that grievances are resolved through discussion between both parties however, the employer acknowledges that, from time to time, individual employees may have grievances which need to be resolved externally in the interest of positive relationships and transparency.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Privacy Act 1988 and Regulations 2013*
- *Work Health and Safety Act 2011 and Regulations 2011*
- *Duty of Care*
- *National Quality Standard, Quality Area 4 – Staffing Arrangements; 7.2 Effective leadership builds and promotes a positive organizational culture and professional learning community*
- *Policies: 8.3 – Recruitment and Employment of Educators, 8.5 – Volunteers Policy, 8.7 – Workplace Harassment and Bullying, 8.9 – Educator Code of Conduct, 8.10 – Employee Orientation and Induction.*



Procedures

The Nominated Supervisor/Coordinator shall be the first contact for all complaints however, the employee will have direct access to the Approved Provider, and will be encouraged to do so, if:

- *The complaint is about the conduct of the Coordinator/Nominated Supervisor;*
- *The employee is not comfortable to take the complaint to the Coordinator;*
- *The employee is not satisfied with the Coordinator's handling of the complaint; and/or*
- *The complaint is about a matter of management and administration policy.*

For this purpose, employees will be kept informed of the current contact details of the Approved Provider through the Educator/Volunteer Handbook, or other appropriate form of communication, and otherwise will be available on request.

The Coordinator will seek to resolve all genuine and reasonable verbal grievances in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions will be avoided.

Written records of discussions will be maintained following confidentiality procedures.

If the verbal grievance remains unresolved, at the complainant's discretion, a written grievance may be submitted to management for further action. This will instigate the following formal procedure:

- Complainant to meet with management to discuss complaint;
- Management to give opportunity, in writing, for other named parties to meet with management to discuss details of grievances tabled; and

- Management may seek the services of a professional association for advice, support and/or assistance.

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
August 2018	August 2018	July 2021	November 2021
		10.05.2024	15.07.2024
		February 2026	February 2026