

Grievance Resolution Policy

Introduction

ICI Industries Supports and is committed to the equitable and timely resolution of employee grievances. Any grievance should be resolved promptly and in an atmosphere of mutual respect and cooperation.

All employees have the right to have a complaint, disagreement or claim heard without fear of unfair treatment or victimisation. If the complainant(s) does/do not believe the issue is being resolved, recourse will be available to increasing levels of authority to promote a resolution.

The resolution of a grievance will be managed by a person who has the knowledge, expertise and authority to resolve the particular complaint.

This policy exists to safeguard employee rights, to ensure a safe working environment and a positive relationship between staff, to promote job satisfaction and to improve the efficiency and effectiveness of service delivery.

Definitions

A **Grievance** is any real or perceived problem, or any significant question, dispute, difficulty, claim, complaint or concern by one or more employees in relation to work or the work environment. A **Grievance** may be between the complainant(s) and the employer, between employees, may involve a union, or may relate to decision or actions taken or not taken, systems procedures or the physical environment, and may include:-

- a) Decision arising out of the application of workplace human resources policies and procedures and employment conditions.
- b) Discrimination i.e. being less favourably treated than others for no justifiable reason.
(See Equal Employment Opportunity Policy WHZS P 011)
- c) Harassment i.e. any unwelcome, offensive, abusive, belittling or threatening behaviour or language that has the effect of intimidating, offending or humiliating a person
(See Harassment and Bullying policy)
- d) Bullying, which is behaviour that is intimidating, humiliating or that degrades, ridicules or insults a person at work. (See Harassment and Bullying policy)

Grievance resolution is the **process** by which solutions are sought in response to an employee complaining or expressing concerns about (or perceptions of) problems in the workplace.

A **complainant** is as person who lodges a grievance pursuant to this policy

A **Respondent** is a person against whom a grievance has been lodged

The safety of people takes precedence over everything else

Graham Foley

**MANAGING
DIRECTOR**

SIGNATURE

DATE