

GRIEVANCE POLICY

1.0 INTRODUCTION AND PURPOSE

- 1.1 This policy sets out the procedures to be used in the case of workplace grievances within the Archdiocese of Canberra & Goulburn including parishes and agencies (employer). In all instances grievances should be resolved in a timely fashion.
- 1.2 Reference should be made to WORKPLACE INVESTIGATIONS - Procedures

2.0 SCOPE

- 2.1 This Policy applies to all personnel of the Archdiocese.

3.0 POLICY DETAILS

3.1 Workplace Grievances

A workplace grievance can relate to any matter in the workplace which affects employee, employer relations. Some examples include:

- Staff or other interpersonal conflict
- Bullying
- Harassment
- Victimisation
- Discrimination*

This list is not exhaustive.

- *As a Catholic organisation, however, the employer reserves the right to have regard to a person’s suitability to work within the Catholic environment and their ability and willingness to support Catholic values. It is critical that Catholic organisations are able to attract and retain personnel who respect the teachings and practice of the Catholic faith.*

3.2 Handling of Workplace Grievances

Resolution to workplace grievances should be sought by following the process outlined below.

STEP	WHAT TO DO AND WHAT SHOULD HAPPEN	WHEN
1	Try to sort the problem out yourself with the person or people involved. However, you may choose to go straight to Step 2 or Step 3.	This should be done as soon as reasonably possible.
2	<p>If:</p> <ul style="list-style-type: none"> ▪ you are not sure how to handle the problem yourself; or ▪ you just want to talk about the problem with someone and get some more information about what you can do; <p>you may talk to any manager or Archdiocesan Employment Services (AES) (02) 6239 9871. AES can also put you in touch with a provider who can provide confidential counselling. If a grievance is serious, a manager is obliged to take action.</p> <p>You may take a support person support with you. However, you may also choose to go straight to Step 3.</p>	This should be done as soon as reasonably possible.
3	<p>To get your grievance sorted out you should see:</p> <ul style="list-style-type: none"> ▪ your manager, or if this is not appropriate; ▪ another more senior manager, or if this is not appropriate; ▪ Archdiocesan Employment Services on (02) 6201 9871. <p>You may take a support person with you. The person you speak to should attempt to resolve the matter where possible.</p>	<p>This should be done as soon as reasonably possible.</p> <p>The person you speak to should seek to get full information from you.</p>

<p>4</p>	<p>If your matter cannot be easily resolved, an informal investigation may be conducted:</p> <ul style="list-style-type: none"> ▪ an investigating officer may be appointed (refer WORKPLACE INVESTIGATIONS – Procedures); ▪ any named respondent/s may be informed of the grievance and be given the opportunity to respond to the grievance; ▪ the investigating officer may attempt to resolve the grievance. This may involve conducting a mediation/conciliation conference between yourself and any relevant parties. <p>If the grievance is able to be resolved informally, a record should be made of this and any agreed outcomes monitored.</p> <p>If the grievance is <i>not</i> able to be resolved informally a formal investigation may be conducted as discussed at Step 5.</p>	<p>The investigating officer should be appointed within a reasonable period of time of you making the grievance.</p>
<p>5</p>	<p>If the grievance cannot be resolved informally, or is of a serious nature, a formal investigation may be conducted:</p> <ul style="list-style-type: none"> ▪ you will be asked to put your grievance in writing, however, this is not mandatory; ▪ an investigating officer will be appointed; ▪ a copy of the grievance (if in writing), or an outline of the grievance (if verbal), will be provided to any named respondent/s. Any named respondent/s will be given the opportunity to respond to the grievance, either verbally or in writing, within a reasonable period of time; ▪ The investigating officer will interview: <ul style="list-style-type: none"> ▪ claimant; ▪ any respondent/s; and ▪ any relevant witnesses. <p>The investigating officer will then make a decision, based on the evidence, as to whether the grievance is established on the balance of probabilities. S/he may will prepare a written report containing findings and recommendations and provide to the Archdiocesan Financial Administrator.</p> <p>If the grievance is established, a number of actions may be taken depending on the nature of the grievance. The respondent/s may be required to apologise, be given a written warning, counselling, be transferred, demoted or dismissed.</p> <p>If the grievance is <i>not</i> established due to lack of evidence the employer may nevertheless take a number of actions. These may include training staff and monitoring staff behaviour.</p> <p>If the grievance is found to be without substance, appropriate action may be taken against the claimant, including counselling, a written apology to the respondent/s, an official warning, transfer, demotion or dismissal depending on the seriousness of the allegations.</p>	<p>A formal investigation into a grievance is a lengthier process than an informal investigation.</p>
<p>6</p>	<p>If you are not satisfied with the way in which the grievance was handled claimants can contact:</p> <ul style="list-style-type: none"> ▪ the NSW Anti-Discrimination Board; ▪ the Human Rights and Equal Opportunity Commission; or ▪ a Court or Industrial Tribunal. 	<p>Do this only after the above steps have been exhausted. Each agency should tell you what their time limits are in respect of grievances.</p>