

NAME OF DOCUMENT	HRPOL 005Grievance Handling Policy and Procedure
FRAMEWORK	Policies and Procedures
DEPARTMENT	Human Resources
DATE OF ISSUE	14/02/2024
OWNER	Executive Manager – People and Culture
FIRST APPROVER	ELT
FINAL APPROVER	CEO
VERSION NUMBER	2
DATE OF NEXT REVIEW	1/3/2026

PURPOSE

The purpose of this document is to establish a policy and framework for employees in relation to resolving grievances and complaints in the workplace excluding matters relating to:

- the employees relevant Modern Award (where applicable)
- the National Employment Standards (NES) – see sub heading at the end of the policy.
- Discrimination, Harassment and Bullying

SCOPE

This policy applies to all Kardinia Park Stadium Trust (the Trust) employees.

To the extent this is possible, this Policy and Procedure may be used by the Trust to respond to grievances from Trust associates about Trust employees, as well as grievances from Trust employees towards Trust associates. For the purpose of this Policy, associates include contractors, consultants, volunteers, and students on placements, trustees, student on placements, volunteers and contractors.

[This policy does not apply to the resolution of disputes related to contractor agreements, which will be managed in accordance with dispute resolution clauses as outlined in the contractor agreement.](#)

POLICY

Kardinia Park Stadium Trust aims to resolve grievances promptly, objectively and as close to the source as possible. Where necessary, to assist with resolution, a grievance will be escalated up to the next level of management or alternatively an external mediator or investigator may be engaged to assist.

PROCEDURE

Should an employee have a concern or grievance, where appropriate, the employee should attempt to resolve the issue on an informal and or verbal basis, as directly as possible to the source. Where the matter cannot be resolved in this manner, or this approach is not appropriate, a formal grievance resolution approach will commence as follows:

1. To commence the formal process, the employee should outline their grievance in writing, with as much detail as possible. This should be sent to the employee's manager.
2. Discussions will be held in good faith between the employee and their manager in an effort to genuinely resolve the grievance at the workplace level. If the grievance concerns another member of staff, the staff member against whom the grievance or complaint has been made will be given full details of the complaint. The employee will be given the opportunity and a reasonable time to respond before the process continues. The manager may have a discussion with both parties in an effort to genuinely resolve the grievance at workplace level.
3. Where a grievance involves two or more staff members from different departments, or the issue has not been resolved at workplace/management level the matter is to be referred directly to the General Manager for discussions in good faith. Resolution will be made in the manner in which the General Manager deems to be appropriate in the circumstances.

At any time during the grievance process and at the Trust’s discretion, an independent, external mediator may be involved in the discussions.

Once the grievance is resolved, if deemed necessary, a review may be undertaken by the Manager or with all parties involved at any stage thereafter. Further reviews may be held if required.

During the course of the grievance process, the employee is entitled to have a support person present. The support person must not act as an advocate for the employee.

This Grievance Procedure does not apply where an employee has a grievance relating to the actual or pending termination of their employment, or the Trust has implemented, or it is reasonably anticipated that the Trust may commence a disciplinary procedure against an employee (including an investigation into alleged conduct or capacity of an employee).

For complaints in relation to Discrimination, Harassment and Bullying, refer to the Trust’s Equal Opportunity, Discrimination, Harassment and Bullying Policy and Procedure.

Disputes in relation to a matter under the relevant Modern Award or National Employment Standards (NES)

In the event of a dispute about a matter under the employees relevant Modern Award (where applicable) or in relation to the NES, the Trust and the employee will follow the process outlined in the Dispute Resolution term of the Modern Award referenced in the employees Contract of Employment. Managers should contact the Executive Manager – People and Culture for disputes on this nature.

RELATED DOCUMENTS

Grievance Handling Flowchart – Appendix A

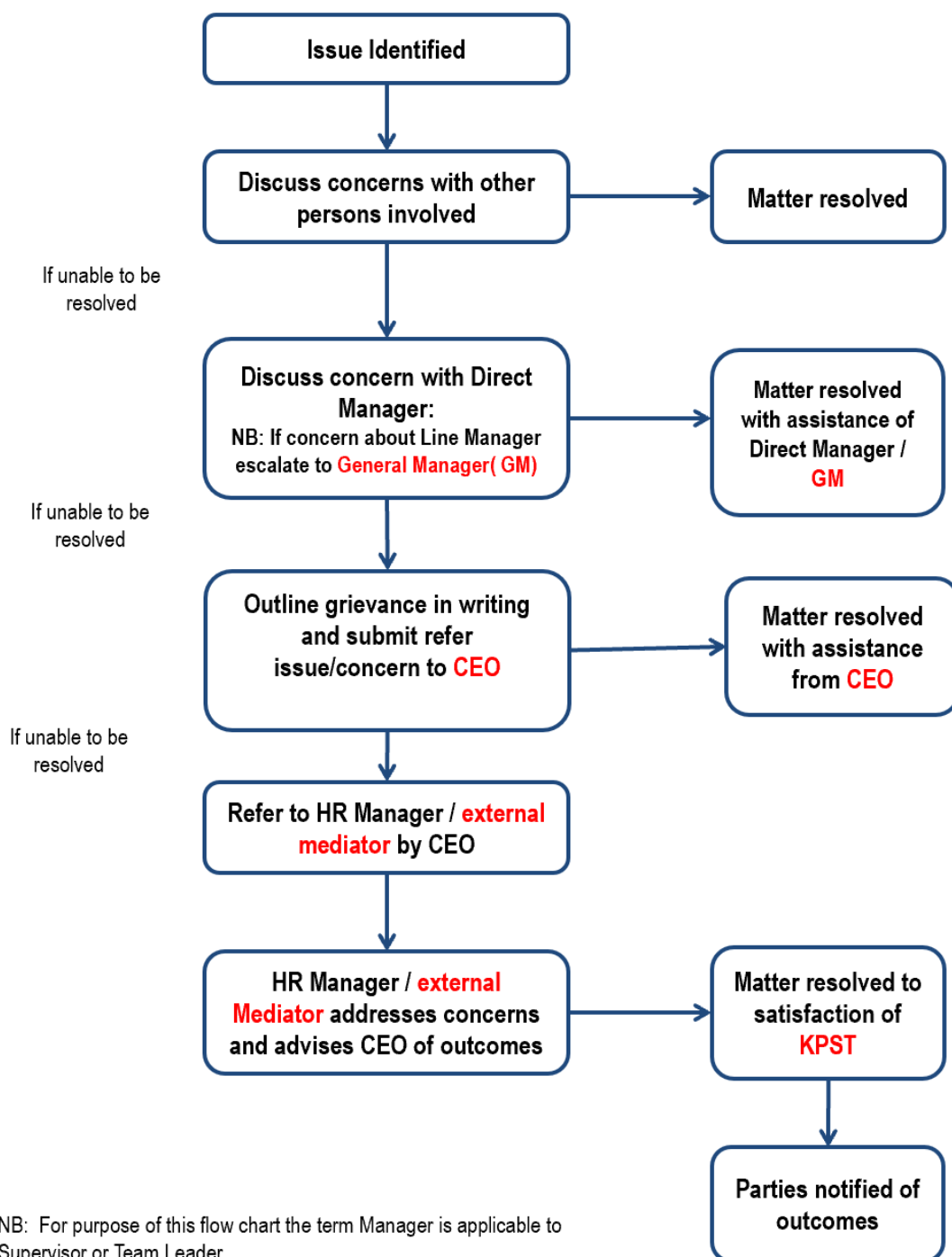
VERSION CONTROL AND CHANGE HISTORY

VERSION NUMBER	DATE	DETAILS OF CHANGE
1	13/09/2021	Policy and Procedure Created
2	14/02/2024	Update to new template and minor changes.



APPENDIX A – GRIEVANCE HANDLING FLOWCHART

Kardinia Park Stadium Trust (KPST)
Grievance Handling Procedure/Flow Chart



NB: For purpose of this flow chart the term Manager is applicable to Supervisor or Team Leader

Grievance Handling Procedure_1 Oct 2021

