

# Grievance Policy

Effective 1<sup>st</sup> June 2017  
 Updated 1<sup>st</sup> June 2021  
 Related policies:  
 Code of Business Conduct and Ethics  
 Counselling & Discipline Policy  
 All Policies and Process Guides

## Purpose

The purpose of this Grievance Policy (**Policy**) is to ensure that employees are aware of how work-related grievances can be reported and resolved. This Policy also sets out the expectations and framework for addressing concerns of victimisation connected to work-related grievances.

## Scope

This Policy applies to all staff employed by Smarter Communities Admin Pty Ltd (**Company**) and its related entities.

## What is a work-related grievance?

A work-related grievance is typically a concern or complaint related to work or the work environment. It may be about any act, omission, situation or decision that an employee thinks is unfair or unjust.

For clarity, a work-related grievance is not “reportable conduct” as defined in the Company’s Whistleblower Policy.

## Reporting and resolving work-related grievances

Work-related grievances may be reported and resolved as follows:

Method	Process
Informal	<p>You may choose the informal method to report and resolve a work-related grievance by:</p> <ul style="list-style-type: none"> <li>resolving the work-related grievance without the intervention of the Company; and/or</li> <li>reporting the work-related grievance to their supervisor who may take steps to resolve the work-related grievance as appropriate.</li> </ul> <p>The informal method typically does not involve any formal procedures or the intervention of the People and Culture team but may be dealt with via the formal method if the work-related grievance cannot be resolved using the informal method.</p>
Formal	<p>You may choose the formal method to report and resolve a work-related grievance by contacting the People and Culture team.</p> <p>If you wish to raise a formal grievance, you are encouraged to provide full details of the nature of your grievance in writing and send it to the</p>

	<p>People and Culture team.</p> <p>A work-related grievance reported to the People and Culture team, may be investigated and resolved by:</p> <ul style="list-style-type: none"> <li>• the People and Culture team;</li> <li>• another person within the Company; or</li> <li>• an external third party,</li> </ul> <p>as the People and Culture team considers appropriate.</p>
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Employees are encouraged (but not obliged) to try to resolve their grievance through an informal method, including by having direct discussions with the person/s involved. The aggrieved employee should, if possible, discuss their concerns with the person/s who is the subject of the grievance in an attempt to resolve the matter. Of course, it is not recommended that employees pursue this form of action if doing so would place their health or safety at risk.

At all times, employees are invited to raise grievances with their supervisor and/or the People and Culture team if the employee is most comfortable with that approach in seeking resolution.

At all times, the Company reserves its discretion to deal with any work-related grievance as it considers necessary or appropriate having regard to the seriousness of the relevant conduct and to its obligations with respect to employees' health and safety.

### **Victimisation**

The Company acknowledges that it is unlawful for an employee to be victimised or treated unfairly for making a genuine work-related grievance.

The Company will take all reasonable steps to ensure that an employee is not victimised for making a genuine work-related grievance. Employees should be aware that victimising a fellow worker for making a genuine report or complaint is unacceptable and will result in disciplinary action up to and including termination of employment.

Victimisation includes but is not limited to:

- dismissal;
- alteration of an employee's position or duties to his or her disadvantage;
- discrimination, harassment, intimidation, or bullying;
- physical or psychological harm or injury;
- damage to a person's property;
- damage to a person's reputation;



- damage to a person's business or financial position; and
- threatening to do any of the above conduct.

Employees should be aware that making any work-related grievance that is not genuine may result in disciplinary action up to and including termination of employment.

### **Confidentiality**

All work-related grievances will be treated in the strictest of confidence by the Company to the extent possible, taking account of the Company's obligations to properly investigate work-related grievances in appropriate circumstances.

Employees must keep all information relating to a work-related grievance confidential.

### **Employee Assistance**

Employees are encouraged to utilise the Employee Assistance Program (**EAP**), which provides external short-term professional and confidential counselling. The EAP seeks to help employees looking for assistance dealing in relation to their mental health and wellbeing, both personally and in the workplace, including raising and coping with a work-related grievance.

### **Breach of this Policy**

A breach of this Policy may result in disciplinary action being taken against you, up to and including the termination of your employment.

### **Further information or advice**

For further information and advice on this Policy please contact the People and Culture team.