

Policies: POL013	
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## GRIEVANCE POLICY

Hado Pty Ltd (Hado) is committed to ensuring all employees are treated fairly and impartially without victimisation in relation to grievances in the workplace. This commitment includes prompt and effective resolution of a grievance or complaint (*Complaint*) and provides fair resolution processes. Complaints will be treated seriously and dealt with confidentially.

Employees have a right to raise a Complaint and have it resolved in a manner which is satisfactory to them.

Hado has procedures in place to deal with Complaints from employees which includes informing employees of the correct procedure for:

- lodging a Complaint;
- determining whether a Complaint has substance and therefore whether a formal or informal Complaint procedure should be pursued; and
- the appropriate course of action to be taken.

All employees have a 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.

Where a Complaint has been substantiated, Hado will take disciplinary action against an employee who it finds has engaged in inappropriate conduct in the workplace. Depending on the nature of the behaviour, the employee may be subject to one of the forms of disciplinary action described in the Hado Grievance Procedures.

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.

Detailed Grievance Procedures are available and accessible to all employees and can be located in the WH&S and HR Policies and Procedures Manual.

This policy will be reviewed through consultation every two years or sooner as the need arises.

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Managing Director

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Employee Representative

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