Introduction

Council recognises that occasions may arise where an employee(s) may have a grievance or dispute associated with their conditions of employment or other work related issues. Every endeavour shall be made to satisfactorily resolve employee grievances in a fair and equitable manner. These procedures should be read in conjunction with Clause 35 (Grievance and Disputes) of the Local Government (State) Award 2014.

Guidelines/ Procedures

If there is a grievance or dispute pertaining to workplace harassment, the individual should firstly refer to procedure 5.05.1 Work Health and Safety Management System. If there is a grievance or dispute pertaining to Workplace Diversity, staff should refer to procedure 5.04.17 Equal Opportunity and Management Plan (EEO).

Where a grievance or dispute arises in the area of job evaluation, performance review or any other general matter, the following procedure is to be followed:

- Any grievance, complaint or dispute shall, in the first instance, be discussed between the employee and their immediate supervisor.

- Should the matter not be resolved at this level within one week of the complaint being lodged, it shall be forwarded to the Section Manager for discussions to take place.

- Should the matter not be resolved at this level within 48 hours of the complaint being referred, it shall be forwarded to the relevant Group/Executive Manager for discussions to take place.

If the matter remains unresolved, the General Manager shall provide the employee(s) with a written response with a copy to be provided to the Union if the employee is a member.

At any stage of the disputes procedure, any party may refer the matter to a Union representative, or at any stage of the disputes procedure the employee may follow the grievance provisions of the Local Government (State) Award 2014.

In the event that a Union is involved in the process, the Executive Manager | Organisational Development and Governance and the General Manager are to be notified.

Work shall continue as normal in accordance with the Award, whilst a matter in dispute is still in the course of investigation.