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.