




Employee Grievance Procedure

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	HSEQ Management	AG-HSEQ-SP-022	01	01/11/2017
Name of Procedure-Employee Grievance				

DOCUMENT APPROVAL

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Name of Procedure-Employee Grievance				

Table of Contents

1 Introduction.....	3
2 Purpose.....	4
3 Scope	4
4 Definitions	4
5 Responsibilities	4
6 Procedure	5
6.1 Internal Grievances.....	5
6.1.1 Stage 1.....	5
6.1.2 Stage 2	5
6.1.3 Stage 3	6
6.2 External Grievances.....	6
7 Referenced Documents	6
8 Review	6
9 Acronyms	6
10 Enabler Documents	7
11 List of Tables	7
12 Annex.....	7
13 Distribution.....	7

1 INTRODUCTION

All employees and contractors within the Australian work environment have the right to present a grievance to management. All managers and supervisors in any workplace should be aware of the

	Process Owner or Function:	Document ID:	Rev. No:	Effective Date:
	HSEQ Management	AG-HSEQ-SP-022	01	01/11/2017
Name of Procedure-Employee Grievance				

possible ramifications of their actions when dealing with employee and contractor issues, and shall ensure that they are treated with fairness, equality and respect.

2 PURPOSE

This grievance procedure provides the framework for employees and contractors to be able to formally present a grievance regarding any condition of their employment to management. Where some employees and contractors are not covered by industry awards, this procedure should be followed. Arra Group Pty Ltd Management may seek external advice in relation to the matter.

3 SCOPE

This procedure applies to all Arra Group employees and contractors on all Arra Group work site locations. This procedure does not apply to grievances covered by an award or agreement, or where Arra Group employees or contractors are subject to client site procedures.


4 DEFINITIONS

TERM	DEFINITION
Contractor	An outside entity contracted by Arra Group to conduct work on its premises or on its behalf on a client's site.
Employee	An individual directly employed by Arra Group Pty Ltd.
Shall	Mandatory
Should	Recommended but not mandatory

5 RESPONSIBILITIES

Management	<ul style="list-style-type: none"> Ensure the requirements of this procedure are met. Conduct themselves in an appropriate and professional manner at all times. Ensure all employees and contractors are aware of the requirements of this procedure. Conduct periodic checks to ensure that all requirements of this procedure have been followed.
Supervisor	<ul style="list-style-type: none"> Ensure all aspects of this procedure are fully understood and adhered to. Maintain an appropriate and professional manner at all times.
Employees	<ul style="list-style-type: none"> Ensure all aspects of this procedure are fully understood and adhered to. Maintain an appropriate and professional manner at all times.
Contractors	<ul style="list-style-type: none"> Ensure the requirements of this procedure are met.
	<ul style="list-style-type: none"> Maintain an appropriate and professional manner at all times. Ensure all employees are aware of the requirements of this procedure.

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- Conduct periodic checks to ensure that all requirements of this procedure have been followed.

6 PROCEDURE

There is a two tiered approach to grievances and dispute resolution – an internal process that applies solely to Arra Group employees and contractors for issues within the company, and an external process that covers issues that arise on a client site.

Where employees and contractors raise a grievance, it is preferable for the grievance to be satisfactorily resolved in an informal manner with both parties satisfied with the final resolution. It is understood however, that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters.

Considerations for a grievance process should cover the following:

- Complaints are fully described by those with the grievance.
- Everyone is given full details of allegations against them.
- Everyone has the opportunity and time to put across their side of the story.
- Proceedings are conducted honestly, fairly, without bias and without delay.
- Aim for a peaceful resolution to reduce industrial action and provide stability.
- Improve communications and working relationships.
- Employees/contractors participation and consultation in the workplace.
- Increased productivity and efficiency.
- Resolution of problems with workplace change programs.
- Better emotional wellbeing, performance and morale for employees and contractors.
- Avoid the cost and delays of going to special tribunals.

6.1 INTERNAL GRIEVANCES

6.1.1 Stage 1


Employees and contractors who have a grievance should raise the matter with their supervisor immediately either verbally or in writing. If the matter concerns their supervisor, then the grievance should be taken to Arra Group Management.

Where Arra Group Management is unable to resolve the matter, then a formal written grievance form should be submitted. Arra Group Management should then respond to the grievance, within a predetermined period (e.g. 2 working days), unless an extended period of time is agreed by both parties. The response shall be a full written explanation of Arra Group Management's decision and who to appeal to if they are still aggrieved.

6.1.2 Stage 2

In most instances, Arra Group would expect Arra Group Management's decision to be final and for the matter to come to a close. However, in some circumstances employees and contractors remain aggrieved and can appeal against the decision.

The appeal, to the managing director, shall be made within 10 working days of the original response to the grievance. The appeal shall be in writing and contain the original formal grievance. The managing director shall attempt to resolve the grievance. A formal response and full explanation shall be given in

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writing, as shall the name of the person to whom they can appeal if still aggrieved, within a predetermined period (e.g. 7 days).

6.1.3 Stage 3

Where employees and contractors continue to remain aggrieved, there shall be a final level of appeal to a third party mediator. This appeal shall be made in writing, enclosing a copy of the original formal grievance, to Arra Group Management within ten working days of receipt of the Stage 2 response. The third party mediator shall hear the appeal and respond formally with a full explanation within a predetermined period (e.g. 20 working days).

Where a grievance is raised against the management of a complaint issue, arrangements shall arrange for the matter to be referred to an industrial arbitrator or ombudsman.

There is no further right of appeal unless the grievance comes under an award, agreement, Western Australian industry body or Fair Work Australia. Where both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements shall then be made to find a mutually acceptable third party.

6.2 EXTERNAL GRIEVANCES

Grievances that occur on a client's site that involves situations, or persons that are not internal to Arra Group, are outside the scope of this procedure. These grievances shall be dealt with either under the client's procedure or through an agreed third party. Arra Group should set these parameters with clients prior to deploying employees and contractors to site.

7 REFERENCED DOCUMENTS


- Fair Work Act 2009 (Commonwealth)
- Fair Work Australia Rules 2010
- Fair Work Regulations 2009 (Commonwealth)
- AG-Performance Appraisal Form
- AG-Disciplinary Procedure

8 REVIEW

This procedure shall be reviewed annually during internal auditing. Records are kept in the records section of the Arra Group document management system.

9 ACRONYMS

ACRONYM	EXPANDED FORM
HSEQ	Health, Safety and Environment Quality
PPE	Personal Protective Equipment
SWP	Safe Work Procedure

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Name of Procedure-Employee Grievance				

10 ENABLER DOCUMENTS

DOCUMENT NUMBER	TITLE
ISO 31000:2009	International Standard Risk Management
AG-QMS-MAN-001	Quality Management System Manual
AG-HSE-PLA-001	HSE Safety Management Plan

11 LIST OF TABLES


TABLE	TITLE
One	Definitions
Two	Responsibilities

12 ANNEX

DOCUMENT NUMBER	TITLE
None	

13 DISTRIBUTION

COPY	APPROVER	OWNER	DATE	LOCATION

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