



PILGRIM UNITING CHURCH

We are called by God to be a prophetic witness in the city of Adelaide so that new life and vitality will be generated in our city and its people. We celebrate in our unity and diversity, our shared beliefs and past experiences, and value worship, teaching, creativity and justice.

HR-01

EMPLOYEE GRIEVANCE POLICY

1. Introduction

Pilgrim Uniting Church (Pilgrim) is committed to fostering a positive and productive workplace and acknowledges that problems can arise at work that may cause employees to feel aggrieved. This policy ensures that employees are aware that mechanisms are in place to assist them to resolve a grievance.

2. Policy

Pilgrim is committed to ensuring that an equitable process is undertaken to address problems or grievances. Examples of problems that can arise at work that may cause employees to feel aggrieved include:

- any action, or inaction, by another employee/s in the workplace;
- any employment related decision or behaviour;
- application of disciplinary procedures;
- discrimination;
- harassment.

The attached Grievance Procedures set out the processes which employees can take to ensure that grievances are appropriately managed.

Authorisation

Church Council Chair:

Reviewed February 2020

Approved: March 2020

Next review date: March 2022

EMPLOYEE GRIEVANCE RESOLUTION PROCEDURES

1. Responsibilities

1.1 Employees

Employees have the right to expect that their grievance will be treated as confidentially as possible. However, to ensure that an adequate and fair investigation takes place, the details of their complaint will require discussions with those alleged to have been the cause of the grievance and their representatives, as well as with management.

No employee involved in the grievance process will unreasonably disclose the details of the grievance, the investigation or the outcome. If employees are found to have breached confidentiality, appropriate disciplinary action may be taken. Employees will not be victimised as a result of raising a genuine grievance. However, action may be taken against employees who engage in making false or misleading accusations.

1.2 Managers/Supervisors

Managers/Supervisors who observe conflict, discrimination or harassment must take reasonable steps to intervene and work with employees towards resolution.

2. Options for grievance resolution

Employees who believe something is unfair, unjust or upsetting in relation to a work related matter have the following options available to them:

- Speak to the person causing the problem and inform them that they consider their behaviour, decision, action or inaction to be unfair, offensive or discriminatory, and why they believe this to be so.
- Speak to their immediate manager/supervisor. With the aggrieved person's approval, the manager/supervisor may approach the person or persons involved in the identified issue and talk to them informally about the particular grievance.
- Make a formal complaint, in writing, to their manager/supervisor in line with the steps outlined below.

3. Process for lodging a formal grievance

3.1 Complaint in Writing:

The employee must document in writing to their manager/supervisor the following:

- nature of the grievance;
- time and date of the incident(s) giving rise to the grievance;
- names and signatures of any witnesses;
- date of the lodgement of the grievance;

and the complaint must be signed by the aggrieved person.

3.2 Grievance Investigation:

Once a formal complaint is made, the matter will be investigated by the manager/supervisor. If a manager/supervisor is named as a party to the grievance, the Business Manager will investigate the grievance or nominate a suitable person to conduct the investigation.

If the Business Manager is named as a party to the grievance, the Chairperson of Operations Committee will investigate the grievance or nominate a suitable person to conduct the investigation.

If a grievance is substantiated following an investigation, the investigator will advise all involved of the remedial or corrective action to be taken.

If the grievance is not substantiated, the complainant will be given an explanation as to the specific details of why that finding was made.

If the complainant is not satisfied with the way in which their grievance was handled, or disagrees with the outcome, they may refer the matter to the Chairperson of Pilgrim Church Council. They may also seek support and assistance from the Human Resources section of Synod.

3.3 Other avenue for redress:

If the grievance is of an industrial nature and remains unresolved, the complainant may seek to have the matter referred to the Industrial Relations Commission. They may also seek the assistance of an agent or the Office of the Employee Ombudsman.

3.4 Work as normal during the grievance process:

Without prejudice to either party, work should continue as normal whilst the matter in dispute is being dealt with in accordance with this policy.

4. Other related policies

- WHS-01 - Work, Health and Safety Policy
- HR-07 - Confidentiality Policy
- HR-08 - Equal Opportunity Policy
- HR-09 - Sexual Harassment Policy
- HR-10 - Workplace Bullying & Harassment Policy
- HR-11 - Code of Conduct – Staff

5. Relevant legal/regulatory authorities

- Work Health and Safety (WHS) Act 2012 (SA)
- Relevant Industrial Awards - Note: Awards often provide dispute resolution procedures. Nothing contained in this Policy will affect the rights of any party to attempt to resolve a grievance under those provisions, where employees are employed under an Award.)

Authorisation



Chair of Operations Committee:

Reviewed February 2020

Update approved: March 2020

Next review date: March 2022