



# C&K EVERTON PARK Employee Grievance Policy



## Commitment

C&K Everton Park is committed to providing a fair, safe and productive work environment.

## Guiding Principles & Scope

- C&K Everton Park recognises there will be occasions where an employee may feel aggrieved (referred to as a grievance) in respect to an incident, experience or relationship within the workplace and may require the assistance of others to resolve the matter.
- C&K Everton Park aims to provide an effective and acceptable means for employees to bring problems and complaints concerning their work and their well-being at work to the attention of management. For these reasons a formal grievance policy has been established.
- This policy provides a framework to guide all actions for C&K Everton Park Management Committee, employees, students, volunteers, contractors and any visitors to C&K Everton Park who are involved in a workplace grievance.
- Grievances will be dealt with fairly, promptly, confidentially and with sensitivity to all parties.
- C&K Everton Park will take all reasonable steps to ensure the confidentiality of all parties involved in the grievance (however anonymity cannot be guaranteed).
- No employee will be treated unfairly or victimised as a result of lodging a grievance.
- C&K Everton Park expects all employees to behave in a professional manner and to work responsibly and as part of a team whilst at work. Employees are to assume responsibility for their work, their own actions and attitudes in line with the C&K Everton Park Code of Conduct and C&K Everton Park values.

## Exclusions

This policy does not replace any grievance procedure/s contained in Awards, Enterprise Agreements or Employment Contracts; which may take precedence. The underlying principle is natural justice and procedural fairness.

This policy does not cover **Complaints Management** which are covered under the Complaint Management policy.

## Definitions

<b>Grievance **</b>	Any concern, dispute or problem to do with work, the working environment, workload and/or your employment relationship can be a grievance. Grievances can arise due to work-related behaviours, acts, situations, omissions, or decisions, which an employee considers unfair or unjustified and requires addressing by management, another staff member / s or and is raised in accordance with this procedure (and associated policy).
<b>Complaint</b>	Expression of dissatisfaction made to, or about C&K Everton Park, related to our products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. Complaints are outside the scope of this policy. <i>Refer to Complaint Management Policy.</i>

\*\* The grievance must contain sufficient details to establish that the grievance has substance and is not frivolous, made in retaliation or for personal gain, made on unlawful grounds or vexatious. If any grievance is found to be frivolous or vexatious C&K Everton Park may take disciplinary action against the complainant, up to and including dismissal.

## Grievance Management

- Employees are expected to raise grievances when they arise in line with the C&K Everton Park employee grievance policy when informal processes have failed. Many situations can be proactively managed to prevent them from becoming an issue that requires resolution. C&K encourages managers and employees to identify issues early to prevent them from escalating.
- If informal processes have failed the matter should be referred to the Director for consideration/resolution.
- If the complaint is regarding the Director, or the employee is not satisfied that the Director has adequately considered all the facts of the matter, the employee should refer the matter to the Management Committee.
- If discussions at the workplace level do not resolve the dispute, a party to the dispute may refer the matter to the Fair Work Australia.
- The grievance shall be clearly notified (preferably in writing but may be verbally) with relevant supporting detail.
- All parties involved should be given an opportunity to respond.



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## Managing expectations

### Employees

- All employees have a responsibility to contribute to the achievement of a professional and productive work culture; whilst upholding the C&K values of integrity, respect, collaboration, courage and safety.

### Managers

- Will ensure professionalism, respect, confidentiality and integrity throughout the grievance resolution process.
- Will provide appropriate support options to all parties, including if applicable encouraging the use of C&K's Employee Assistance Program.

### Resolution

- We expect all parties to aim to resolve a grievance as soon as possible.
- We expect all parties to genuinely attempt to resolve the grievance.
- We expect all parties to actively participate in the resolution process, with the aim of resolving the grievance.
- We expect all parties to act appropriately, with professionalism, respect, confidentiality and courtesy.

## Preventing Grievances & Continuous improvement

- Managers are expected to proactively identify and manage workplace behavior and situation which may lead to potential workplace grievances.

## Advice and Support

Support and advice mechanisms include, but are not limited to:

- C&K Early Childhood Education Consultant
- Community Management Solutions
- Fair Work Ombudsman
- C&K Employee Assistance Program

## References

- *C&K Everton Park Early Childhood Education Enterprise Agreement*
- *C&K HR:05 Employee Grievance Policy*
- *Work Health and Safety Act 2011 (Queensland)*
- *Anti-Discrimination Act 1991*
- *Fair Work Act 2009 (Federal Jurisdiction)*