

# GRIEVANCE POLICY



AUSTRALIA'S  
LEADER IN  
INTEGRATED  
**PROPERTY**  
**FACILITY**  
**SERVICES**  
**SOLUTIONS.**



# GRIEVANCE POLICY

## Purpose

Ozland Group Solutions aims to foster good working relationships amongst employees and contractors, however, acknowledges that from time to time, problems could arise at work that may cause employees to feel aggrieved.

It is Ozland Group Solutions' policy that all investigation and disciplinary processes conducted at Ozland Group Solutions will be managed in accordance with the relevant Enterprise Agreement, Award and/or legislation, and principles of natural justice.

## Application

Ozland Group Solutions' policy is to encourage employees to work towards resolving grievances by first discussing the issue with the relevant person / people. Where this fails to resolve the issue (or where the employee has concerns about approaching the person / people directly), the employee should escalate the matter to their direct Manager (or the People & Culture team if the grievance relates to their direct Manager).

This may lead to an investigation that will be conducted by an unbiased person who has experience and knowledge in dealing with grievance matters. Any investigation will be conducted in a fair, objective, and timely manner with all relevant parties being informed of the investigation.

**Note:** If the grievance is related to an incident of unlawful sexual harassment and/or bullying, contact People and Culture (P&C) immediately.

If an employee is required to respond to allegations against them as part of the investigation process, or respond to concerns raised as part of a disciplinary process, the following will apply:

- The employee will be provided with an opportunity to respond to any allegations or concerns regarding their behaviour, including adequate notice to prepare their response, i.e., a minimum of 24 hours' notice following written notification of an interview/disciplinary meeting.
- The employee will be provided an opportunity to have an appropriate support person present at any interview / disciplinary meeting.  
Please note: colleagues will not be considered an appropriate support person if they are a witness or otherwise involved in the investigation / disciplinary process.
- A written record will be made of formal investigation interviews and disciplinary meetings with a copy being made available to the employee as soon as practicable after the meeting.



## Impartiality

P&C, or the investigator responsible for handling the complaint is required to remain impartial during the process. This means are not to take sides, favour one party, or make presuppositions about the matter in the absence of the grievance being investigated.

If the person handling the complaint considers they cannot remain impartial (for example, they are friends with one of the parties) they are to refer the complaint to another P&C team member.

## Record Keeping and Confidentiality

All records of any reported grievance and associated investigation, including any record as it relates to an issued warning as a result of the grievance is retained by P&C. At all times during the grievance procedure, management and P&C will maintain confidentiality as far as possible.

Employees, and contractors involved in the grievance, are required to maintain confidentiality. This means they are not permitted to talk to other employees or other volunteers about the grievance.

## False Complaints

If it is found that the complaint is vexatious, malicious, or fabricated in any way, appropriate disciplinary action or counselling will be considered. Any action taken will be consistent with the organisation's policies on misconduct.

## Who Else Can Help?

If you are in any way involved in a grievance, you may get confidential support and advice from P&C at any time.

In addition, you may contact TIACS Foundation Employee Assistance Program for support – 0488 846 988.

Yours Sincerely,

James Carlile  
Group Chief Executive Officer  
Ozland Group Solutions