



Staff Grievance Policy and Procedure

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Responsible Officer	CEO

1. Purpose

The purpose of this policy is to ensure that the IKON Institute of Australia has clear and fair processes for staff to raise and settle a grievance that arises against a student or staff member.

2. Scope

This policy applies to all permanent, casual and contract staff of IKON Institute of Australia.

3. Definitions

Complainant: the staff member lodging the grievance.

Respondent: the staff member or members against who the grievance has been lodged.

Grievance: Behaviour or action of another member or members of staff, which has or is likely to have an unreasonable negative impact on the ability of a staff member to undertake their duties.

Investigator: the person responsible for conducting an investigation into the substance of the grievance. The investigator may be the complainant's supervisor, Head of Faculty, the CEO or the Chair of IKON's Board of Governors.

4. Procedures for resolving staff grievances

Informal approach

- 4.1 When a staff member has a complaint, they should first discuss the matter with the person concerned. It is advised that a staff member should not speak to other people about the matter until they have spoken with the person concerned.

In most cases the discussion of the concern or complaint with a staff member will resolve the matter to the satisfaction of both parties.

Where this informal approach does not lead to an acceptable resolution, the complainant may pursue the formal process for the resolution of the matter as outlined below.

Formal approach

- 4.2 If the informal approach does not resolve the matter, the staff member may refer the grievance to their supervisor for settlement of the grievance. When a complainant has a grievance against their supervisor, the complainant may refer the grievance to the CEO. When a complainant has a grievance against the CEO, the complainant may refer the grievance to the Chair of IKON's Board of Governors.
- 4.3 To commence the formal approach to resolving a grievance, the complainant must provide in writing to their supervisor (or CEO, or Chair of IKON's Board of Governors):
- a clear statement of the grievance including the parties to the grievance;
 - a process for trying to settle the grievance, which will be considered by the supervisor; and
 - a suggested solution which the complainant believes would settle the grievance. An appropriate solution will focus on achieving a productive working environment or relationship, rather than apportioning blame.
- 4.4 The supervisor (or CEO, or Chair of IKON's Board of Governors) will investigate the grievance within ten (10) working days of receiving the notification. If the investigator has or perceives there to be a conflict or a potential conflict of interest in the handling of the grievance, the investigator will refer the matter to another eligible and qualified staff member appointed by the CEO.
- 4.5 Within ten (10) working days of receiving notification of the grievance, the investigator will determine whether the subject matter falls within the definition of a grievance. Where it is determined that the subject matter of the grievance falls outside the definition of a grievance, the investigator will notify the complainant in writing and advise of alternative procedures. Where it is determined that the subject matter of the grievance falls within the definition of a grievance, the investigator will:
- gather the information to assist with the settlement of the grievance, including providing the respondent with the statement of the grievance and the opportunity to respond in writing; and
 - attempt to settle the grievance through discussion between the parties; or by arranging counselling or mediation.
- Agreement on settlement options will be sought with all parties to the grievance.
- The investigator may dismiss a grievance if it is perceived to be ill-advised, misguided, frivolous, malicious or vexatious. The complainant will be advised in writing of this decision.
- 4.6 After conclusion of the formal procedure, the investigator will write to both the complainant and the respondent indicating the outcome of the process and specifying any action that has been agreed by the parties as part of that process.

5. Withdrawal of complaints or grievances

The complainant may withdraw a complaint or grievance at any stage by giving written notice to the investigator handling the grievance. In such a case, the matter will be concluded and deemed to be resolved.

6. External Review

Staff have the option to seek advice or review from external agencies such as Fair Work Australia in relation to issues, especially where there are allegations of sexual harassment or bullying.

7. Record of Grievances

The IKON Institute of Australia will maintain formal records of the grievance along with an account of the process and settlement. Copies will be stored in the relevant staff files and in a confidential Grievance file in the CEO's office.

8. Publication

This policy will be published in relevant publications and distributed to all staff through the induction process to ensure all staff have up to date and accurate information.

Related Forms/Documents:

Nil

Related Policies:

Nil