

Grievances in the Workplace Policy

1. Purpose

- 1.1 This policy has been developed to explain how employees and their management can resolve work-related complaints as they arise.
- 1.2 This policy is supported by and is to read in conjunction with the [Grievances in the Workplace Procedure](#).

2. Scope

- 2.1 This policy applies to all ServiceFM employees, workplaces, and work activities.

3. Policy Statement

- 3.1 ServiceFM is committed to maintaining workplaces that encourage collaboration, trust, cooperation, and communication, and where all behaviours are consistent with the values and expected behaviours of ServiceFM.

4. Principles

- 4.1 ServiceFM acknowledges that problems can arise at work that may sometimes cause employees to feel aggrieved, such as:
 - Anything done, or not done, by management, another employee or employees or contractors/clients/visitors to the workplace
 - Discrimination
 - Harassment
 - Bullying
 - Any other employment-related decision or behaviour; or
 - Application of the discipline/warning processes
- 4.2 ServiceFM will make its grievances procedure accessible to all employees and address such problems, referred to as grievances, in-house and in a timely and confidential manner. Each complaint will be dealt with in as short a time as is possible, dependent upon the individual circumstances of the case.
- 4.3 Legislation, industrial instruments (such as awards or agreements) often provide dispute resolution procedures. Nothing contained in this policy or associated procedure will affect the rights of any party to attempt to resolve a grievance under those provisions.
- 4.4 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 accused and their representatives, as well as with the appropriate management

- 4.5 No employee involved in the grievance process will unreasonably disclose the details of the grievance, the investigation, or the outcome. If any employee is found to have breached confidentiality, appropriate disciplinary action may be taken against them.
- 4.6 Employees will not be victimised because of raising a genuine grievance. However, ServiceFM reserves the right to act against an employee who is proven to have engaged in making false and/or misleading accusations.
- 4.7 Wherever possible, it is hoped that grievances can be resolved by informal discussions at the point of origin, before invoking the formal grievance procedure, as dealing with grievances in this way can often lead to a speedy resolution of the problem(s).
- 4.8 No employee will be intimidated or victimised in any respect if they utilise this policy to resolve an issue, however ServiceFM reserves the right to act against any employee who is proven to have engaged in making false or misleading accusations.

5. Feedback

Feedback about this document can be emailed to compliance@servicefm.com.au

6. Endorsement

- 6.1 This policy is authorised, supported, and approved by:



James Pollock – Chief Executive Officer

Date: 01/04/2021