



# Grievance Handling Policy

## Purpose

At A Team Tuition (ATTA) our goal is to cultivate positive working relationships among team members and between employees and leadership team members. We recognise that the satisfaction our employees derive from their job directly influences their performance and interactions with colleagues and clients. We acknowledge that workplace problems may arise and are committed to providing a process for addressing such concerns in a timely and confidential manner. This policy provides ATTA employees with a structured and fair mechanism to voice their concerns and seek resolution internally, ensuring that their rights and interests are protected within the workplace.

## Scope

This policy applies to all employees of A Team Tuition Australia (ATTA) and covers actions and inactions that might reasonably be perceived as a grievance in being unfair or unjust.

## Application

This Policy delineates the procedures to follow when attempting to resolve a grievance. It outlines the steps that ATTA will take when a formal complaint is lodged. Any obligations placed on ATTA by this policy are not contractual and do not establish contractual rights. Additionally, the benefits and entitlements described for employees are discretionary and not intended to be contractual; the contractual terms and conditions of employment are explicitly outlined in each employee's written employment contract. The company reserves the right to unilaterally introduce, modify, remove, or replace this policy at any time.

## 1.0 Grievance Definition

A grievance in the context of this policy is defined as a complaint raised by an employee concerning any aspect of their employment that could be reasonably considered unfair or unjust. This can include issues related to workplace conditions, management decisions, interpersonal conflicts, discrimination, harassment, unfair treatment or breaches of ATTA policies.

## 2.0 Options

In general, when you have a grievance, there are three options to consider:

1. Address the matter directly
2. Escalate to a Manager
3. Initiate a formal complaint

### 2.1 Address the Matter Directly

Ideally, a grievance can be addressed informally first by approaching the person involved, if you feel comfortable doing so. You can explain that you found their behaviour, decision, or actions to be unfair, offensive, or discriminatory, and provide reasons for your feelings. The person might not have realised the impact of their behaviour or decision on you, and by informing them, you give them a chance to address the situation. However, this approach may not be appropriate in some cases, especially if you do not feel comfortable speaking directly to the person involved. In this case, the next option would be to escalate your concerns to a manager.

### 2.2 Escalate to a Manager

If you are uncomfortable addressing the issue directly with the person involved, you have the option to report your concern to your manager. They are obligated to inform you about the available courses of action, which may include speaking directly with the individual about your grievance or initiating more formal procedures. Generally, they will seek your consent before taking any action, but in certain cases, like when there's a risk to health and safety or a law has been broken, they may need to act without your explicit approval.

If your grievance involves your manager, you can approach another senior leader for assistance. Alternatively, you can choose to lodge a formal written complaint. It's important to note that under Australian employment law, certain grievances, especially those related to harassment, discrimination, or safety concerns, may require mandatory reporting, even if you do not wish to pursue formal action.

## 2.3 Initiate a Formal Complaint

If you choose to lodge a formal complaint, you can do so by writing down your grievance and presenting it to your manager or another senior leader. Your written complaint should include details such as a description of the incident(s) or behaviour in question, when and where it occurred, the names of any witnesses, your signature, and the date of the complaint. In addition to these essential details, a comprehensive formal written grievance complaint may also include:

1. **Context:** Provide background information leading up to the incident(s) to give a full understanding of the situation.
2. **Impact:** Describe how the incident(s) or behaviour affected you personally, professionally, or within the workplace environment.
3. **Relevant Policies:** Reference any ATTA policies, procedures, or codes of conduct that have been violated.
4. **Previous Attempts:** Note any previous attempts to resolve the issue informally or through other channels.
5. **Desired Outcome:** Clearly state what resolution or action you are seeking from ATTA.
6. **Supporting Documentation:** Include any relevant documents, emails, screenshots, or other evidence that support your complaint.
7. **Confidentiality Request:** If necessary, request confidentiality or specify who should have access to the information provided.
8. **Contact Information:** Ensure your contact details are up to date so that ATTA can reach out for further clarification or discussion.

By including these additional elements, you can provide a thorough and clear understanding of your grievance, aiding in the investigation and resolution process.

## 3.0 Formal Complaint Handling

Grievances will be addressed following these guidelines and in compliance with Australian employment law:

1. **Confidentiality:** Your grievance will be handled with strict confidentiality, unless disclosure is necessary for effective resolution. Only essential parties will be informed. It's crucial for you to maintain confidentiality and refrain from discussing your complaint with others unless authorised by ATTA.
2. **Seriousness and Impartiality:** Every grievance will be taken seriously and managed impartially, adhering to principles of procedural fairness.

3. **Protection from Retaliation:** Employees raising grievances are safeguarded from any form of victimisation.
4. **Timely Resolution:** Grievances will be promptly addressed, considering all relevant factors.
5. **Support Person:** You have the right to have a support person present at any stage of the grievance process.

## 4.0 Investigations

If a grievance cannot be resolved directly and requires investigation, a member of the Executive Leadership Team (ELT), chosen by the CEO based on suitability, will conduct the investigation. In certain cases, an external investigator may also be involved if deemed necessary.

During the investigation process, you will typically be interviewed first. Following this, any witnesses, the individual against whom the complaint is made, and other relevant parties will be independently interviewed. Both you and the accused party will have the right to have a support person present during the interviews.

If the complaint is found to be substantiated, appropriate action will be taken. Conversely, if the complaint is deemed unsubstantiated, you will receive an explanation regarding the decision.

## 5.0 Possible Outcomes of Investigations

If the investigation determines that your complaint is valid, various actions may be taken based on the nature of the grievance. These actions could include requesting a written apology from the accused party, issuing a written warning, providing counselling, or implementing disciplinary measures, including termination of employment if necessary.

If the investigation yields inconclusive results, meaning the complaint cannot be substantiated due to insufficient evidence or the behaviour is not severe enough to warrant disciplinary action, ATTA may undertake different measures. These could involve providing training or implementing monitoring procedures for relevant employees.

In cases where the complaint is found to be fabricated or raised maliciously, appropriate actions will be taken, which may include counselling, issuing a formal warning, or implementing disciplinary measures, including termination of employment, depending on the severity of the situation.

## 6.0 Dispute Resolution

If an employee is dissatisfied with the handling of their grievance, they have the option to escalate it to an external agency or relevant authority for further investigation and resolution. In some cases, seeking advice from a lawyer may be advisable, especially in complex or sensitive situations.

## 7.0 Review and Revision

This policy will undergo periodic review and revision to ensure its effectiveness and relevance. Any updates will be communicated to tutors in a timely manner.

## Version Control

**Version:** V1  
**Version Date:** 10.06.2024  
**Effective Date:** 10.06.2024  
**Author:** Hayden McEvoy, Karen McClear, Craig Thwaites  
**Approved by:** Hayden McEvoy