



# Staff Grievance Policy and Procedure

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## 1 PURPOSE

- 1.1 This policy and procedure seeks to establish an equitable, consistent and effective framework for handling instances of workplace conflict and grievance at the Polytechnic Institute Australia ('PIA').

## 2 SCOPE

- 2.1 This policy and procedure applies to all staff at PIA, including sessional and part-time staff, and particularly to staff with responsibility for managing staff grievances.

## 3 POLICY STATEMENT

This policy and procedure is informed by the following principles:

- 3.1 that PIA is committed to the welfare of all staff;
- 3.2 that all staff have the right to raise a complaint;
- 3.3 that all staff have the right to access a fair, transparent, non-judgemental and sensitive grievance mechanism; and
- 3.4 that grievances will be treated seriously, with sensitivity, and with respect for confidentiality.

### Types of Grievances

- 3.5 Workplace grievances take many forms, this can include, but are not limited to, personal grievances, perceived mistreatment, a disagreement about conditions of employment, and unlawful and inappropriate treatment.
- 3.6 For further details on staff conduct please review the Staff Code of Conduct and Disciplinary Procedure.
- 3.7 For further details of what constitutes discrimination and harassment please review the Discrimination and Harassment Policy and Procedure.

## 4 PROCEDURES

Cases of staff grievance will be handled in the following stages:

### Informal Stage

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- 4.1 This stage involves resolving the matter wherever possible directly with the other party concerned, and may include a discussion or a written statement outlining the nature of the complaint. PIA recognises that the informal approach may not be appropriate, desirable or possible in all cases.

### Formal Stage

- 4.2 In cases where an informal approach is not appropriate, the matter may be dealt with formally. Formal complaints are lodged in writing to the Registrar/Dean, and should include detail such as:
- dates and times;
  - a description of the incident, event or situation;
  - the names of any witnesses; and
  - any relevant supporting documentation.
- 4.3 In all cases, a formal complaint will involve an initial meeting between the staff member and the relevant supervisor (if appropriate) to discuss the nature and extent of the grievance. Depending on the outcome of this discussion, the matter may be referred to senior management for further investigation. Such investigation will seek to determine whether the complainant has grounds for grievance and what, if any, disciplinary action is to be taken. All parties involved in the investigation will be given details of the allegation/complaint, and will have the opportunity to respond prior to formal interview. All parties have the right to a support person at any such interview.
- 4.4 Following the interview, the outcome of the investigation will be communicated to all parties concerned within seven (7) days. If either party remains dissatisfied with the outcome, they are entitled to request that the matter be referred for internal or external mediation.

### Possible Outcomes

- 4.5 While all cases will vary, outcomes may include any of the following, or a combination of measures:
- the matter is resolved to the satisfaction of all parties concerned;
  - a verbal or written apology or undertaking is required;
  - counselling, mediation, and/or mentoring;
  - further training and/or reinforcement of policies;
  - variation to working arrangements or conditions;
  - ongoing monitoring and assessment;
  - a probationary period; and/or
  - appropriate disciplinary or corrective action, including formal warning and termination of employment.

## 5 RESPONSIBILITIES

- 5.1 All supervisors have a responsibility to:
- ensure staff members are aware of PIA's policies and procedures, and related expectations with respect to conduct;
  - take reasonable steps to ensure that the work environment is free of conflict or hostility; and

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- to intervene where necessary in order to prevent and/or resolve workplace grievances, in accordance with this policy and procedure.

5.2 Staff members have a responsibility to notify their supervisor (or alternative senior staff member) in cases where there are legitimate grounds for complaint or concern.

## 6 DEFINITIONS

6.1 Terms not defined in this document may be in the PIA glossary.

## 7 RELATED LEGISLATION AND DOCUMENTS

### Documents

Discrimination and Harassment Policy and Procedure  
Equity, Diversity and Inclusion Framework  
Staff Code of Conduct  
Federal Anti-Discrimination Laws  
NSW Anti-Discrimination Act 1977

### Higher Education Standards Framework

- 7.1 This policy and procedure complies with the Higher Education Standards Framework (Threshold Standards) 2015, Standard 6.2, which states:
1. The provider is able to demonstrate, and the corporate governing body assures itself, that the provider is operating effectively and sustainably, including:
    - j. the occurrence and nature of formal complaints, allegations of misconduct, breaches of academic or research integrity and critical incidents are monitored and action is taken to address underlying causes.

## 8 FEEDBACK

8.1 PIA staff and students may provide feedback about this document by emailing [policy@pia.edu.au](mailto:policy@pia.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Board of Directors
Administrator	CEO

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