



Grievance and Dispute Policy

Date prepared: August 2014

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Authorised by: Managing Director

1. Policy Statement

Hotelstaff Pty Ltd supports the right of every employee, contractor or subcontractor to raise and lodge a grievance with the organisation if they believe the actions, behaviours or decisions of another affects their working relationship with the organisation.

Hotelstaff Pty Ltd recognises that from time to time issues or instances may arise when intervention by a third party may be required.

All employees, contractors and subcontractors may lodge a grievance and seek to have the matter resolved as per the grievance and disputes procedures when the matter cannot be dealt with in the normal discourse of their role.

In the case of an employee who is covered by an award or industrial agreement that outlines a specific grievance and dispute resolution procedure this shall apply. Where there is no coverage or the agreement is silent then the following procedures will be followed.

2. Scope

The scope of this policy applies to all, employees, contractors and subcontractors of Hotelstaff Pty Ltd when working with or representing Hotelstaff Pty Ltd.

It is expected that Board members endorse and support this policy in the execution of their responsibilities.

This policy applies during all hours of work at Hotelstaff Pty Ltd as well as outside of working hours when dealing with team members and clients of the organisation including social engagements.

3. Application

All grievances should be actioned promptly, discreetly and in an objective manner.

An employee, contractor or subcontractor should firstly discuss their grievance with their direct manager.

Where the grievance cannot be resolved then the Managing Director should be advised and a resolution by bringing all parties together should be attempted within 48 hours.

Where the grievance cannot be resolved, or if the grievance is against or involving a direct report manager, then the grievance may be raised directly with the Managing Director.

Third party advice may be sought by either party at this stage and representation in any discussions may also be accommodated.

If a resolution can still not be achieved then the grievance is to be referred to the Executive Director for consideration and final decision on behalf of the organisation.

All procedures must be followed in accordance with, and consideration of, the EEO/ Anti Discrimination and Privacy legislation.

It is essential that the conduct of all organisation representatives involved in the discussions and negotiations with an employee, contractor or subcontractor are both amicable and harmonious. All organisational representatives should attempt to gather all necessary facts, be attentive, objective and operate within the standards outlined in the Fairwork Act 2009.

In a case where private interest, whether pecuniary or otherwise, or personal interests directly or indirectly conflict with or may influence conduct or decisions then this interest should be declared immediately.

Where members of an immediate family or household are involved in influencing the outcome of a grievance or dispute then they should delegate their responsibilities to another member of the organisation.

Where a grievance or dispute may result in communication with an external organisation then the Managing Director will oversee the communication.

All file notes and records relating to the grievance or dispute should be sealed, dated and signed and keep in a secure file.

4. Related Legislation

Fair Work Act 2009 (cth)

Equal Opportunity Act 1995

Privacy Act 1988

The Anti-discrimination Act

5. Related policies

Bullying Policy

Sexual Harassment Policy