

Grievance and Dispute Resolution Policy

1. Purpose

The objectives of this policy are to

- specify the principles governing Hotelstaff responses to Grievance and Dispute Resolution in the workplace

2. Scope

This policy and procedure is applicable to all employees, contractors and subcontractors of Hotelstaff Pty Ltd, HS Personnel Australia Pty Ltd and all subsidiaries ('Hotelstaff').

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

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

3. Policy Statement

Hotelstaff 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 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.

4. Procedure

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.

5. Related Documents/Information

Fair Work Act 2009 (cth)
Equal Opportunity Act 1995
Privacy Act 1988
The Anti-discrimination Act

Bullying Policy
Sexual Harassment Policy

6. Declaration

I agree, via online acknowledgment, to all terms and conditions as outlined in this policy

7. Policy Information

Version 1.1	Policy Number:
Approver: Managing Director	Effective Date: 01/08/2014
Approved Date: 01/08/2015	Review Date: 01/07/2018

8. Revision History

Date	Version	Amendment
07/05/2018	1.1	- Reformatted