

# **ATC Work Smart**

## **Grievance Policy**

ATC Work Smart is committed to providing a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously. An essential part of developing that environment is ensuring that employees (includes staff) are encouraged to come forward with their grievances in the knowledge that the responsible supervisors/managers will take appropriate action to address those grievances. Grievances that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced performance and productivity.

- This policy applies to all forms of grievances
- Grievance resolution is an integral part of supervisor's/managers duties. Each supervisor/manager has a duty to identify, prevent and address problems in the workplace.
- The Policy is complimented by ATC Work Smart's Code of Conduct, which provides guidance on expected standards of behaviour.
- Any staff member or employee (employee includes apprentices and trainees) may lodge a grievance.

Before initiating formal grievance procedures, complainants are encouraged to try to resolve any grievance directly with the person/s concerned. If this is not appropriate or possible, the complainant should meet with their direct supervisor/manager to discuss the grievance. If the matter is not resolved at this point, a complainant can complete a formal Grievance Report initiating a procedure that will see the matter investigate further.

### **Appeals**

Where the complainant feels there has been a breach of State or Commonwealth legislation, the complainant may take their grievance to the appropriate authority.

Each party will be responsible for their own costs associated with the appeal process.