

# Grievance & Complaint PROCEDURE

## Respect @ Work Grievance and Complaint Managing Procedure

PeopleIn Ltd ACN 615 173 076

adopted on 23 August 2022

Doc # Revision: PRO\_0036\_A  
Doc Owner: ER  
Approved: ER – 23.08.2022

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**PeopleiN**

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## 1 SCOPE

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This policy applies to all everyone who works for, acts for, or in some way, represents PeopleIN, or any of its controlled subsidiaries, anywhere in the world including:

- full time, part time, casual, permanent or temporary;
- contract or commission workers;
- volunteers, vocational and work experience placements.

It applies to employees whilst:

- At the workplace
- Attending work-related interactions with fellow employees, and with clients, candidates and other stakeholders;
- Fulfilling work-related obligations;
- At a Host Client/stakeholder premises; and/or
- At a Group sponsored or funded functions or activities during and/or outside working hours.

## 2 POLICY OBJECTIVE

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The objectives of this policy are to promote a harmonious workplace environment where we minimise interpersonal difficulties, are free of inappropriate behaviours and where staff are supported in addressing their concerns through the mechanisms contained in this procedure. This policy will be read in conjunction with:

- PeopleIN Code of Conduct
- PeopleIN Bullying and Harassment Policy
- PeopleIN Workplace Discrimination and Sexual Harassment Policy
- PeopleIN Whistleblower Policy

At any PeopleIN workplace inappropriate behaviours such as workplace bullying, harassment, discrimination, and sexual harassment are never tolerated. If an employee feels they have issues to address in any of these areas, they should follow the steps outlined in this procedure.

Informal resolution is often the quickest most efficient way to address an issue and at PeopleIN we believe that all employees should be provided a workplace where they are comfortable respectfully resolving issues with their colleagues.

## 3 BUSINESS PRINCIPLES

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At PeopleIN we have built a culture of respect and inclusiveness by embracing and supporting people of all backgrounds. The PeopleIN Group have Corporate Values which guide how we build our culture and celebrate our achievements. They are:

- **We are HUMAN**
- **We are MEMORABLE**
- **We are BOLD**
- **We achieve the EXTRAORDINARY**

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At PeopleIN we know that our employees are our most valuable asset. We recognise that we are the sum of our individual differences, life experiences, knowledge, innovation, creativeness, personal capabilities, and the talents that our employees bring to our organisation. Our people represent our culture, our reputation and the Group's achievements.

1. At PeopleIN we embrace and encourage our employees' differences in age, colour, disability, ethnicity, family or marital status, gender identity or expression, language, origin, physical and mental abilities, race, religion or sexual orientation and other characteristics that make our employees the unique humans they are.
2. Every person engaged by PeopleIN is responsible for contributing to the success of our Respectful Workplace Policy framework and in managing the prompt resolution of workplace grievances and issues. We are all responsible for our actions. If you feel that you or another staff member are uncomfortable with behaviours in your workplace, are being subjected to inappropriate behaviours or experiencing unfair treatment, you should raise that matter promptly. If the circumstances are not addressed, you should escalate these matters through the procedures contained in the appendix to this document.

## 4 GRIEVANCE AND COMPLAINT RESOLUTION PROCEDURES

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### 1<sup>st</sup> Step - Informal resolution of issues.

In circumstances when a staff member is uncomfortable with behaviours they are experiencing, that they may feel is discriminatory, is sexual harassment, bullying or unfair and they feel comfortable with addressing this matter directly with a fellow staff member they shall:

- (a) Approach the staff member and respectfully tell them what it is that is making them uncomfortable and tell them you want those behaviours to stop. If the matter is then resolved between the parties no further application of these procedures is necessary.

### 2<sup>nd</sup> Step - Formal resolution of issues.

If a staff member feels they are experiencing discrimination or sexual harassment and that the matter cannot be resolved informally but requires the support of management to resolve the issues, they shall:

- (a) Report the matter to their direct supervisor or manager.
- (b) Provide details of their complaint including (where possible) details of incidents and / or behaviours they feel are inappropriate.
- (c) Engage in resolution of the matters through discussion and engagement facilitated by their manager. These may occur with the parties engaging together or separately.
- (d) If the matters are resolved at this stage, the manager shall create a file note detailing the issues that were raised and the matters that were resolved including the actions agreed to by the parties to resolve these issues. This file note will be forwarded to and maintained by HR.
- (e) During the resolution process the manager shall consult with Human Resources to access any advice or input they require to manage these matters.

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**Note:** *If the behaviours of concern are related to the staff members manager or supervisor the report shall be made to the person to whom the manager reports to.*

## **Formal Complaint: Matters requiring Investigation and Determination.**

This procedure shall apply when an incident/s which have constitute misconduct or a serious and / or wilful breach of Group policy or procedure may have occurred. This procedure shall apply if the matters are formally reported to management or which management has become aware of through means other than a formal staff report. For example, through an external report or other mechanism. The following procedure shall apply:

- (a) In the first instance the person making the report shall provide the details of their complaint in the attached form. (If the form is insufficient, please provide attachments to the form that may assist in detailing these matters)
- (b) If a manager or other Group officer receives such a report, they shall appropriately document and preserve the report and any available facts or evidence surrounding the report.
- (c) The manager receiving the complaint shall contact HR and ER and seek guidance as to assessing the nature of the complaint and the appropriate course of managing the complaint.
- (d) Depending on the content and the seriousness of the report the manager (in consultation with HR and ER) shall:
  - Refer the matter for formal resolution either internally or by accessing external resources or:
  - The matter shall be formally investigated. The investigator shall make findings of substantiated, not substantiated, or insufficient evidence available to substantiate.
- (e) During every stage of the investigation all parties shall be afforded procedural fairness
- (f) Depending on the availability of resources the investigator may be an internal or external appointment to the business
- (g) The manager (in consultation with HR and ER) shall determine if a temporary risk management action shall be taken to ensure the safety and wellbeing of the parties to the investigation. Such actions may include transferring a staff member/s to another workplace or moving staff member/s to other rosters to minimise contact between parties or suspension from employment whilst the matters are investigated.
- (h) During the investigation all parties including the complainant and any person subject to an allegation are to ensure complete confidentiality and they are not to discuss the matters with other staff or witnesses under any circumstances (other than a staff member appointed as a support person).

**Note:** Failure to comply with this standard may impact the integrity of the investigation and may be considered misconduct.

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- (i) During the investigation if a subject of allegation makes consent admissions to any of the allegations that are put to them, such admissions may be relied upon as sufficient evidence to substantiate a breach of the relevant policy or procedure the admission is related to. In such cases the matters will progress to managing the outcomes of the investigation.

## 5 MANAGING THE OUTCOMES OF AN INVESTIGATION

Where an investigation has found that an allegation/s are substantiated the manager shall (in consultation with HR and ER) determine a disciplinary outcome. Such outcomes may include:

- (a) A direction to successfully undertake refresher training or other training related to correcting a staff members behaviour
- (b) The issuing of a formal written warning including a final written warning
- (c) The transfer of the employee to another role and / or workplace
- (d) The removal of employee incentives, bonuses, or benefits
- (e) The implementation of a performance improvement program
- (f) The termination of an employee's employment (or any other form of contract engagement)
- (g) Any combination of the outcomes available in points (a) to (f) of this clause

## 6 COMPLAINT MANAGEMENT TEMPLATE

<b>Complaint Management Form:</b>	<b>Date:</b>
<b>Staff Members Details:</b>	
<b>Managers Details:</b>	
<b>Nature of your grievance or complaint:</b>	

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<b>Witness/s to any incidents:</b>	
<b>Have any informal or formal resolution taken place:    Yes / No</b> <b>If so when did this take place:</b>	
<b>Complaint received by:</b>	<b>Date:</b>