

Grievances and Dispute Resolution Policy

Definition

Grievance shall mean any type of problem, concern or complaint related to work, workload or the work environment. A grievance can be about any act, behaviour, omission, situation or decision, which the staff member perceives to be unfair or unjustified.

Exclusions

It is not intended that procedures outlined in this policy be cited for use concerning:

- disciplinary matters (as outlined within the Group Discipline Policy and those policies of the Divisions that deal with the management of staff behaviour for staff placed with host employers)
- matters related to anti-discrimination legislation or sexual harassment procedures are outlined in Bullying and Sexual harassment Policy GP 013, Equal Opportunity Policy GP 006
- WHS disputes, as documented mechanisms exist to resolve these issues.
- Training participants and jobseekers

Policy

As an employer, Maxima is committed to ensuring that all staff members, on-hire employees and trainees are treated in a fair and equitable manner and that the workplace it provides is conducive to open communications between management and those employed by Maxima in order to limit grievances and disputes.

A grievance raised by a staff member, on-hire employee or trainee should be dealt with locally, speedily and confidentially in the interest of all parties.

Procedure

Procedures for grievance/dispute resolution will be slightly different for internal staff, on-hire employees and trainees.

Staff

The aggrieved staff member should in the first instance attempt to resolve the grievance with their supervisor, or where the grievance involves the immediate supervisor, the staff member should choose a member of the management team or the Contact Officer to inform who will act to resolve the dispute.

Where an attempt at local resolution of the grievance has failed or where the circumstances make resolution impracticable, the staff member may request a meeting with a Human Resources representative, or the Maxima Grievance Officer along with a representative of their choosing, and/or the party to the grievance.

The final internal arbiter for any internal dispute/grievance is the Chief Executive Officer, who shall convene and mediate at a meeting between the staff member and the party to the grievance/dispute if all other attempts at settlement have failed.

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On-hire employees and trainees (those placed with Host Employers)

The potential exists for grievances/disputes to arise between those placed with host employers and employees or representatives of the host employer. Under these circumstances, Maxima's staff member responsible for monitoring the placement will liaise with the host employer and attempt to mediate and resolve the dispute/grievance locally.

Where this is not possible, Maxima will attempt to find an alternative host employer for the on-hire employee or trainee.

In circumstances where a grievance dispute arises between an on-hire employee or trainee and Maxima, the aggrieved on-hire employee or trainee should in the first instance attempt to resolve the grievance with monitoring personnel, or where the grievance involves the monitoring personnel, the on-hire employee or trainee should inform the manager of the placing division who will act to resolve the dispute.

Where an attempt at local resolution of the grievance has failed or where the circumstances make resolution impracticable, the on-hire employee or trainee may request a meeting with a Human Resources representative or Maxima's Grievance Officer along with a representative of their choosing, and/or the party to the grievance.

In some cases grievances by an on-hire employee or trainee may be raised by them directly with a relevant external regulatory authority – in such cases Maxima will take part in any mediation, conciliation or arbitration openly and with a genuine attempt to resolve the dispute.

The final internal arbiter for any internal dispute/grievance is the Chief Executive Officer, who shall convene and mediate at a meeting between the staff member and the party to the grievance/dispute if all other attempts at settlement have failed.