



Grievance Policy

Purpose

The purpose of this policy is to assist employees of NSW Institute of Sport to raise and resolve work-related grievances in a fair & equitable manner.

Policy Statement

The Institute is committed to providing a safe, harmonious and productive work environment where grievances are dealt with sensitively and promptly. An essential part of developing this environment is ensuring employees are encouraged to raise grievances. Grievances that are not addressed have the potential to grow into major problems that can cause tension, low morale, absenteeism, poor productivity and poor health.

What is a Grievance?

A grievance is any work-related complaint or concern from an employee where the employee wishes to obtain action or a response. Some examples are:

- Unfair allocation of duties/projects
- Interpersonal conflicts within the team
- Any form of harassment or discrimination
- Work environment (facilities inadequate)

Key Contacts in the Process

Managers/Supervisors – All managers and or supervisors are responsible for handling and resolving grievances with their staff as part of their day to day duties.

Managers/Supervisors should address the issues promptly and try to resolve the grievance in an informal discussion. Sometimes this is not possible and a grievance handler may become involved to resolve the grievance more formally.

Grievance Handler – are Institute staff that staff members may approach with a grievance. The Human Resources Coordinator and Manager Finance & Corporate Services are the Grievance Handlers at the Institute.

Grievance Manager – The Manager Finance and Corporate Services is responsible for implementation of policy and procedures. They must ensure that all grievances are handled and resolved promptly within a framework of confidentiality and impartiality.

Formal Documentation

If informal discussions between the employee and manager/supervisor has not been resolved and therefore a Grievance Handler has become involved the discussion, if the employee requests, can become formal therefore all discussions must be documented and recorded. All written records are confidential. The type of records, the level of detail and

how long the records are to be retained depends on the nature and seriousness of the grievance. Information relating to grievances are not placed on personnel files except where disciplinary action has been taken as a result of the grievance resolution.

Rights of Staff

At all times the rights of any person involved in a grievance or dispute will be respected. Victimisation of any person lodging a grievance or victimisation of the person who has had the complaint made against them will be viewed as misconduct. To ensure that all parties are treated fairly and impartially during the resolution procedures it is important that all parties to the grievances are:

- Informed of the procedures and understand them
- Provided with their choice of support and representation during the course of procedures
- Informed of the range of options available to them
- Informed of developments throughout the processes; and
- Explained the reasons for the decisions made.

External Support

The right of an employee to seek appropriate external support and assistance to deal with their “work-related” concerns is respected. Employees should be informed, when relevant, of their right to have a grievance dealt with by an external organisation such as the Anti-Discrimination Board or the Independent Commission against Corruption.