

Staff Grievance Policy



Queensland Institute of Business Technology Pty Ltd
ABN 38 076 195 027

Document

Document Name	Staff Grievance Policy
Brief Description	This Policy is designed to ensure a fair, harmonious and just working and learning environment for Griffith College students and staff and for them to have access to processes that allow for the impartial resolution of any grievances or disputes.
Responsibility	College Director and Principal
Initial Issue Date	27/02/2008
Authorising Body	Management Committee

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
30/01/2019	1	Policy changes prior to December 2019 are found on H drive.	College Director and Principal

Related Documents

Name	Location
Student Complaints and Appeals	Policy HUB
QIBT Employee Collective Agreement	Policy HUB
Non-academic Grievances	PDF
Academic Grievances	PDF

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1 Purpose and Scope

1.1 Introduction

This Staff Grievance Policy sets out the approach of Griffith College relating to the management of staff grievances.

1.2 Purpose

Griffith College is committed to ensuring a fair, harmonious and just working and learning environment and ensuring its students and staff have access to processes that allow for the impartial resolution of any grievances or disputes.

1.3 Scope

This Policy has been prepared in accordance with the [Student Complaints & Appeals](#) process. This Policy provides for Non-Academic and Academic grievances. The staff grievance or dispute resolution process are outlined in the [QIBT Employee Collective Agreement](#) for staff covered by that Agreement and in this document for others. Common to grievance processes for both students and staff is a 3-stage internal process, followed by an external referral option if still unresolved.

2 Policy Statement

2.1 Principles

The principles which underpin this policy are as follows:

- consideration of complaints and appeals will be dealt with according to the principles of natural justice and procedural fairness which respect the right of all parties to present their case and be heard by an impartial party;
- attempts will be made to resolve complaints and appeals as close to the source as possible;
- complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process;
- the complaints process does not restrict a staff member's right to pursue other legal remedies;
- staff will make all attempts to respond to complaints within the time limits set out in this policy;
- confidentiality will be respected and maintained at all times except to the extent necessary to give effect to this policy;
- staff have the right to be represented by a third person if they so desire.

2.2 Process

The [QIBT Employee Collective Agreement](#) articulates the grievance or dispute resolution process for staff covered by that Agreement. Staff not covered by the [QIBT Employee Collective Agreement](#) who experience incorrect, inappropriate or unfair treatment in the course of their relationship with Griffith College are entitled to access the grievance process outlined in this policy.

The initiating party may withdraw the matter at any time in writing. However, the College still retains the right to continue to pursue matters relevant to the grievance if considered appropriate.

2.3 Stage One

The affected staff member is encouraged to report the matter to their supervisor and seek early and informal resolution in the first instance. If the supervisor is the subject of the grievance, the discussion would take place with the next most senior College officer.

The supervisor will assist in a process of informal discussion and conciliation in an attempt to resolve the matter.

2.4 Stage Two

If unresolved through the Stage One process, the matter should be referred to the relevant Department Head (Academic Director, Director Marketing & Admissions) by the affected staff member, the supervisor, or the College officer involved in Stage One.

The Department Head will undertake a process to determine whether the grievance is genuine, gather information from both the affected staff member and respondent to assist with resolution and determine the most appropriate course of action to resolve the matter.

In undertaking this process, the Department Head may seek the advice and/or assistance of an officer within the Navitas Group HR office.

If the Department Head is the subject of the grievance, the process should progress directly to Stage Three.

The focus of this stage is on informal discussion and conciliation.

Outcomes from this process will be communicated within 10 working days.

2.5 Stage Three

If still unresolved after the Stage Two process, a written complaint should be submitted to the College Director and Principal. The submission should include details of the grievance, the process undertaken to resolve the matter up to this point, including outcomes, and finally, the form of resolution sought by the staff member.

The College Director and Principal will have access to all relevant information and records, provide the opportunity to all relevant parties to submit documentation and be interviewed and may, on the advice of the Group HR Manager, appoint an independent person external to the College to assist in the resolution process.

Outcomes will be communicated within 10 working days.

2.6 Stage Four

If still unresolved by Stage Three, the affected matter may elect to refer the matter to Fair Work Australia for a recommendation.