

# Grievance Handling Policy



## Overview

Access Group Solutions (AGS) is committed to continuous service improvement based upon a culture in which people feel comfortable in submitting a grievance and confident that their issues will be addressed fairly, as promptly as possible, accurately, sensitively and without recourse where the grievance has been submitted in good faith.

## Scope

This policy applies to all AGS Employees, related entities, and representatives.

## Policy

### Principles

Access Group Solutions is committed to:

1. providing opportunities to resolve grievances without the immediate need to engage outside agencies;
2. making the resolution process as streamlined as possible and readily accessible to everyone;
3. ensuring appropriate confidentiality is maintained;
4. adhering to the principles of natural justice and the protection of rights for all;
5. encouraging the resolution of grievances as close as possible to their origin;
6. the timely solution of grievances and appeals;
7. the availability of staff and managers to resolve issues in the first instance;
8. ensuring that those who submit a grievance will not be subjected to any penalty providing the grievance is made with an honest belief in its merit. No AGS Employee shall suffer any form of detriment for his/her participation in submitting, supporting or resolving a grievance;
9. ensuring that grievances involving alleged criminal activity are reported to the Police or other relevant authority.

All AGS Employees have access to an effective grievance process that enables them to lodge any grievance reading their workplace.

The formal grievance process must be recorded in writing.

# Grievance Handling Policy



Grievances may be submitted anonymously but, depending on their nature and the requirements of natural justice, their resolution may be limited or not possible. An anonymous grievance may be where the aggrieved person requests that their identity not be revealed to the responding person or does not identify themselves when lodging a grievance.

While AGS accept anonymous grievances, AGS cannot guarantee the anonymity of the aggrieved individual because the identity of an aggrieved individual may be deduced from the nature of the grievance.

Anonymous grievances may also contain insufficient information for it to be pursued. However, if the grievance suggests reasonable evidence of misconduct, error or some other significant institutional flaw the grievance will be investigated to determine whether the grievance falls within the scope of a general grievance.

Any interference with the application of this policy including:

1. falsification, distortion or misrepresentation of information before an inquiring officer or;
2. disruption to, or interference with, the orderly conduct of an inquiry or;
3. attempting to discourage an individual's proper participation in the application of this policy;
4. attempting to influence the impartiality of an inquiring officer prior to or during, an inquiry or;
5. harassment or intimidation of an inquiring manager or employee or AGS representative prior to, during, or after an inquiry;

may become the subject of disciplinary proceedings.

## Appeals

Human Resources will be the primary unit for the recording of formal written appeals. They can be contacted directly on 1300 888 247 or by email on [people@accessgroupsolutions.com.au](mailto:people@accessgroupsolutions.com.au)

## Compliance

All AGS Employees and representatives must comply with this policy. A failure to comply with this policy may become the subject of disciplinary proceedings.

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## Definitions

Anonymous Grievance to when the complainant does not wish to reveal their identity to the responding person or does not identify themselves when lodging a grievance.

Grievance means:

1. a real or imagined cause for complaint, especially unfair treatment;
2. an official statement of a complaint over something believed to be wrong or unfair; a feeling of resentment over something believed to be wrong or unfair; and/or
3. any expression of dissatisfaction made to an organisation related to its product, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Review means examination of the process undertaken but not a direct overturn of the original decision or substitution of the decision for that under review.

An AGS Representative may be an AGS or related entity employee (casual, fixed term and permanent), contractor, agent, appointee, and any other persons engaged by AGS to undertake some activity for or on behalf of AGS or any of its customers.