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Grievance Procedure

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Application:

Serco Immigration Services – Australia.
All Mangers and employees are responsible for ensuring that this procedure is upheld.

Summary

At Serco, we build respect by operating in a safe, socially responsible, consistent and honest manner. We treat others like we wish to be treated ourselves and challenge when we see something is wrong. We listen. We encourage fair and consistent treatment in the handling of personal grievances, complaints, problems, concerns or disputes in the workplace.

We aim to foster good relations amongst all employees.

All workplaces within Immigration Services will establish and operate under procedures aimed to resolve grievances, conflicts and disputes in a timely and effective manner.

1 Introduction

At Serco Immigration Services we build respect by operating in a safe, socially responsible, consistent and honest manner. We treat others like we wish to be treated ourselves and challenge when we see something is wrong. We listen. We encourage fair and consistent treatment in the handling of personal grievances, complaints, problems, concerns or disputes in the workplace.

2 Commencement of Procedure

This procedure commences 1 May 2011 and replaces all other Serco Australia Pty Ltd procedures relating to these matters.

3 Objective

Serco aims to foster good relations amongst all employees. We acknowledge that situations within our working environments can effect employees' job satisfaction and productivity. Serco aims to resolve grievances, conflicts and disputes in a timely and effective manner.

4 Related Definitions

Grievance

A grievance is an informal or formal expression of dissatisfaction about a work situation.

Victimisation

Victimisation is where a person is retaliated against or subjected to detriment because they have lodged a complaint, they intend to lodge a complaint or they are involved in a complaint.

5 Aims

Immigration Services aim to ensure that:

5.1 All employees who have complaints, problems, concerns or disputes with Serco Immigration Services ("the Company") or another employee related to specific working conditions and/or unfair treatment can use the grievance procedure to resolve an issue;

5.2 Grievances related to Harassment, Bullying and Discrimination are managed according to the Harassment, Bullying and Discrimination procedure;

5.3 All employees have the right to have issues of grievance heard and responded to;

5.4 Courses of action to deal with employee grievances may include mediation with internal or external parties where appropriate; and

5.5 Decisions taken in respect to grievances will be communicated to all parties involved.

6 Grievance Process

6.1 Employee attempts to resolve at workplace level by discussion with other party

6.2 Employee discusses grievance with Manager or Human Resources "informal" and reach agreement on how the matter is to be managed, usually by:
   a. Manager meeting with the Other Party 1-1, or
   b. Meeting facilitated by Manager with both parties present

6.3 Should 6.1/6.2 fail to reach resolution employee may choose to lodge a Grievance Complaint with HR moving the matter to "formal" process

6.4 HR conduct conciliation/mediation with parties to the Grievance Complaint

6.5 Should 6. 4 fail to reach resolution an Investigation may be conducted by Human Resources or an external Investigator may be appointed (dependant on circumstances of the grievance). The investigation aims to determine: the legitimacy of the allegation, the merit of the complaint and the appropriate action to be taken

6.6 Outcomes will be determined by the Investigator in conjunction with the Senior HR Manager

6.7 Parties to the complaint will be informed of investigation findings in a 1-1 meeting

6.8 The person making the complaint will receive a letter stating the matter has been dealt with and is now closed

6.9 Right of appeal regarding management of the complaint process can be made to the Immigration Services, National Human Resources Manager or the Performance Improvement Manager

Work continues normally throughout all steps of process unless imminent risk to health or safety

In 6.1-6.4 parties may come to resolution by agreement. When 6.5 commences it may only be discontinued by the appointed Investigator.

7 Requirements

Managers' responsibilities:

- Act promptly in relation to notification of a grievance complaint
- Inform local Human Resources for entry and tracking of complaint to National Log
- Ensure employees are made aware in advance of a formal investigation being undertaken and their right to challenge the allegations and evidence
- Inform all parties to a complaint that victimisation of any person involved in a Grievance Complaint under these procedures will be treated with the utmost seriousness;

Employee responsibilities:

- Make all attempts to resolve the grievance through informal channels before proceeding to Investigation
- When completing Grievance Complaint form provide as much information as possible
- The process is used to lodge complaints about personal likes and dislikes at work, disciplinary action, promotional or position opportunities, redundancy or work re distribution matters

Formal complaints will:

- be made by completing a Grievance Complaint Form
- specify to whom they apply and be non-discriminatory
- provide for matters to be dealt with without undue delay
- provide for proceedings, witness statements and records to be kept confidential
- provide for employees to be informed of the complaints against them and where possible all relevant evidence before any interview is conducted
- provide employees with the right to be accompanied at interview/s

- ensure that, except for gross misconduct, no employee is dismissed for a first breach of discipline
- ensure that disciplinary action is not taken until the case has been carefully investigated
- provide a right to appeal against the manner in which a complaint was handled

7 Outcomes

Where an investigation reveals that the complaint is valid and substantiated, a number of actions may be taken depending on the nature of the complaint which could include; a verbal/written warning, counselling, transfer, demotion, suspension or dismissal.

If an investigation is inconclusive, that is, the complaint cannot be proven due to lack of evidence; actions may include training/re-training, and/or monitoring of behaviour.

If a complaint is found to be fabricated, appropriate action may be taken against the complainant including counselling, a verbal/written warning, transfer, demotion, suspension or dismissal.

8 Procedural Documents and Related Topics

- Grievance Complaint Form
- Harassment, Bullying & Discrimination Procedure
- Whistle-blowing Policy
- Serco's Governing Principles
- Additional guidance is available from Human Resource Managers

Chris Manning
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