

## **GRIEVANCE POLICY**

### **PURPOSE**

To ensure that staff are made aware of, and have access to, mechanisms within WCH Ltd regarding a fair hearing of their general concerns and complaints. Grievances are concerns, problems or complaints that employees raise with their employer.

### **SCOPE**

This policy applies to all Directors, Employees (WCH Ltd & Study Hub), Contractor employees of WCH Ltd and Contractors engaged by WCH Ltd. This policy includes volunteers and visitors to the West Coast Heritage Centre and students of the Study Hubs.

### **POLICY**

WCH Ltd believes that all employees are entitled to work in an environment free from all types of inappropriate behaviour. Unacceptable behaviour in the workplace and will not be tolerated under any circumstances.

WCH Ltd is responsible for ensuring the health and safety of all staff and associates of our business and we will work to investigate any query or grievance that is identified or reported.

### **Raising an issue or complaint**

The following process is to be used in dealing with grievances:

- The staff member should firstly identify and clarify their concern with their manager.
- The manager will inform the General Manager of the raised matter.
- The staff member (if comfortable) should talk to the person whom they have a grievance with or to whom the concern is related, with the intention of resolving the issue.
- If the issue is not addressed and/or resolved within seven days, the staff member should speak directly to the General Manager.
- If not addressed and/or resolved at this level within 21 days, the staff member may refer the matter to the Board.
- It is expected that grievances are resolved early at the manager level. The issue should only be escalated to the Board where it seems that there is no other option.
- In considering any complaint, procedural fairness must be afforded to all involved. This includes, but is not limited to, informing the alleged person of the substance of the allegation(s) made and giving them the opportunity to respond.
- The conduct must be described to the alleged person in such a way so that he or she understands the allegations and circumstances. The name of the complainant may have to be revealed so that the alleged person 'knows the case against them'. For this reason, promises of confidentiality cannot be given.

## Investigating an issue or complaint

The manager who receives a complaint will act expeditiously with consideration of the matter and will undertake the following actions in partnership with the General Manager:

- meet independently with the complainant and alleged person(s) to explore the scope for informal resolution
- the complainant and alleged person(s) are to be given the opportunity to ask questions and clarify concerns to help them make a decision about what steps to take/not take in terms of a particular query or grievance.
- staff are to ensure that they thoroughly research the issue at hand before any conclusions are drawn. This includes taking into account the views of all parties involved.
- if, following inquiries or otherwise and no further action is proposed, inform the complainant in writing of the reasons for not pursuing the matter and of available avenues to further pursue the complaint.
- act to address the matters as identified in the investigation, if required
- Grievance mediation maybe required in matters to which the parties discuss the grievance with a mediator who acts as an impartial third party. The mediator can suggest ways of resolving the dispute but doesn't make findings of fact and can't impose a settlement on the parties
- If a grievance is documented, it will be kept on file. A record will also be kept of the outcome of the process undertaken. These records will be kept confidential.

## Investigation outcomes

- Investigation outcomes may result in disciplinary actions, and depending on the severity of the complaint, termination, for those found to have acted in a way that is considered inappropriate behaviour in the workplace.
- The General Manager may take action in accordance with WCH Ltd.'s policies and Code of Conduct guidelines in response to any reports or observations that come to their attention during an investigation.

## ROLES & RESPONSIBILITIES

General Manager	<ul style="list-style-type: none"><li>• The General Manager will oversee and be notified of all aspects of grievance and complaints raised at WCH Ltd.</li></ul>
Managers	<ul style="list-style-type: none"><li>• Managers are to oversee their staff and work to protect and manage WCH Ltd grievance matters and complaints and ensure that concerns raised are reported to the General Manager.</li><li>• Manager will work with the General Manager in investigating grievance matters and complaints.</li></ul>
All employees and others	<p>It is the responsibility of all employees, contractors, volunteers and students to ensure that:</p> <ul style="list-style-type: none"><li>• All have a responsibility in raising (confidentially) any concerns they may have with in relation to unacceptable behaviours.</li><li>• All are to comply with WCH Ltd policies and legal requirements.</li></ul>


## RELATED POLICIES

Code of Conduct

Harassment, Discrimination and Workforce Bullying

Equal Employment Opportunity

Social Media

<b>AUTHORISED</b>
<b>GENERAL MANAGER – SAMANTHA ELEY</b>
<b>SIGNATURE:</b> 
<b>DATE: MARCH 2025</b>
<b>DATE OF NEXT REVIEW: MARCH 2027</b>