

## Staff Grievance

### Policy

Sydney Metro College aims to provide an effective and acceptable means for employees to bring problems and complaints concerning their work and their well being to the attention of management. For that reason, a formal grievance procedure has been established for the benefit and use of all employees.

### Guidelines

1. The employee must explain the grievance in a written statement to his or her supervisor or manager. Where the grievance is against the supervisor or manager the matter should be raised with the Campus Manager. The employee should submit the grievance personally but may ask a fellow employee to appear with him or her.
  2. Any documentation relating to the grievance is to be securely kept for permanent record by the Campus Manager. The supervisor and employee must sign the grievance.
  3. The employee's supervisor will attempt to resolve the grievance and after consideration and investigation a written response that addresses the points raised in their grievance will be given to the employee within a period five (5) working days.
  4. If the employee's supervisor cannot settle the grievance, the supervisor will submit a written response to the Campus Manager for review. The Campus Manager will follow the grievance through to a final solution, taking it to the Department Officer, for final arbitration if necessary.
  5. Should the staff member be unhappy with the outcome the employee has a right to appeal to the Principal Executive Officer who will make a final decision that is based solely on the relevant evidence
- Alternative approach

If the employee does not feel comfortable submitting the grievance to his or her immediate supervisor, the employee may submit the grievance directly to

his or her Manager after receiving the supervisor's permission. The Manager will then write out the grievance and discuss it with the employee's supervisor before taking it to a final solution.