

## Workplace Grievance Policy

### Policy overview

The objective of this policy is to outline the way in which we investigate and manage issues that an employee may feel is unfair or unreasonable.

The policy explains the procedures involved for raising your concerns so they may be handled appropriately.

### Some important points to consider

A grievance is a real or perceived issue causing resentment, suffering or distress and which may be regarded as grounds for complaint in the K1 Payroll Pty Ltd environment. A grievance may be about any act, omission, situation or decision that you may feel is unfair, discriminatory or unjustified. Grievances may range in severity from matters that can be immediately resolved by timely appropriate action, to complex matters involving prolonged investigation, negotiation or disciplinary action.

We believe it is important to your wellbeing that you discuss any concerns that you may have at work. So that grievances may be handled appropriately and with discretion, we ask that employees follow the procedures within the policy to raise their grievance.

K1 Payroll Pty Ltd encourages you to reasonably resolve the issue yourself in the first instance. Where this is not possible or where the attempt is unsuccessful then you should discuss the concern with your Manager. It may be appropriate to submit a formal complaint in writing.

The formal complaint procedure is in place to assist with the investigation of a grievance and aims to resolve the situation. There are various methods outlined in the policy that may be used to handle the grievance. The most appropriate method will depend on the situation.

### What do I need to do?

You need to carefully read through the Workplace Grievance Policy to make yourself familiar with the contents of the policy. If you have a concern or grievance at work, then please read the policy and make sure you have understood the contents before proceeding. If you have any queries, please discuss these with your manager. If the concern is about your manager, then please see another manager within the business.

All formal complaints must be submitted in writing, using the "**workplace grievance complaint**" form found in the resource centre.

Employees are expected to adhere to the Workplace Grievance Policy. Failure to comply with the

policy may lead to disciplinary action including termination of employment.

## **Policy and further information**

To the extent that the contents of the Workplace Grievance Policy refers to obligations on K1 Payroll Pty Ltd, they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely.

Your manager is available to assist with any queries you have relating to the policy.

## **Workplace Grievance Policy**

### **Overview**

Employee wellbeing is important to K1 Payroll Pty Ltd. Employees are encouraged to discuss their concerns and can be assured that grievances will be investigated, promptly, professionally and confidentially.

The objective of this policy is to formally communicate the grievance policy, which applies to the investigation and management of any issue that an employee may feel is unreasonable or unfair.

It is our aim that grievances raised are progressed within a reasonable time frame. K1 Payroll Pty Ltd encourages employees involved in a workplace issue to address the situation positively and attempt to resolve issues through discussion and, if appropriate, work with the Manager to arrange for support, advice and if necessary mediation.

In the first instance employees should attempt to reasonably resolve the issues themselves. If this is unsuccessful then employees should discuss their concerns with Charles McDonald. If the concerns are about Charles McDonald, employees should discuss their concerns with another manager within K1 Payroll Pty Ltd or K1 Payroll Pty Ltd's HR representative.

### **Formal complaint procedure**

Employees who have been unable to satisfactorily resolve a grievance themselves or through consultation with a Manager are entitled to make a formal complaint.

A formal complaint is to be made using the formal workplace grievance complaint form. Before a formal complaint can be investigated it must be documented in writing and provided to a Manager to investigate. Before a formal complaint about Charles McDonald can be investigated, it must be documented in writing and provided to the appropriate manager investigating the matter.

Following the receipt of a formal workplace grievance complaint, the Manager will determine the most effective manner of resolving the issue, including referral to external assistance if required.

The methods of resolution that may be utilised include (but are not limited to):

- mediation;
- investigation by an internal / external party; or
- arbitration.

K1 Payroll Pty Ltd will determine the outcome of the grievance complaint as appropriate. If allegations

are proved, the Company may take appropriate disciplinary action against the perpetrator. If it is found that complaint was made vexatiously, disciplinary action against the complainant may result.

While the parties are attempting to resolve a grievance using the procedures in this policy:

- An employee must continue to perform their work as he / she would normally unless he / she has a reasonable concern about a risk to their health, safety or wellbeing
- An employee must comply with the directions given by the employer to perform other available work at the same workplace, or at another, unless:
  - the work is not safe; or
  - applicable occupational health and safety legislation would not permit the work to be performed; or
  - the work is not appropriate for the employee to perform; or
  - there are other reasonable grounds for the employee to refuse to comply with the directions.

An employee who is a party to a dispute may appoint a representative for the purposes of the procedures in this policy.

Where the parties are unable to resolve the dispute at the workplace level, an employee is entitled to seek a resolution of their complaint through external avenues such as the Equal Opportunity Commission or Fair Work Australia.

**Employees are entitled to make a complaint or enquiry in relation to their employment without fear of being victimised, treated differently or suffering any retaliation.**

Any employee determined to be bullying or victimising a complainant will be subject to discipline by K1 Payroll Pty Ltd, which may include termination.

### **What happens if someone breaches this policy?**

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of K1 Payroll Pty Ltd. Depending on the circumstances, the following may take place, including but not limited to:

- Disciplinary action including counselling;
- A formal written warning; and/or
- The termination of employment.