

POLICY

Overview

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Grievance Handling Policy at Trackita Pty Ltd

Introduction

At Trackita Pty Ltd, we want everyone to get along well, both with colleagues and management. We understand that sometimes issues might come up that make you unhappy or frustrated at work. This policy is here to help resolve those concerns, called grievances, in a confidential and quick manner.

What is a Grievance?

A grievance is any problem or concern you have about work. It could be about how someone behaves towards you, a decision that feels unfair, or other issues like harassment and discrimination. This policy explains how you can report such problems and what steps the company will take to resolve them.

Note on Policy Changes

This policy can be changed by the company at any time. It's not part of your employment contract, but a guideline we aim to follow.

How to Address a Grievance?

Informal Discussion: If you're comfortable, you can try resolving the issue by talking directly to the person involved. They might not even know they've upset you, and talking can often quickly clear up misunderstandings.

Talk to Management: If you don't want to talk to the person directly, or if the issue isn't resolved informally, you can talk to your manager. They'll guide you through your options and can discuss the issue with the person involved if needed.

Formal Complaint: If neither of the above options works or feels appropriate, you can make a formal written complaint to a senior manager. Include all the details like what happened, when, and any witnesses.

How Are Complaints Handled?

All complaints will be kept confidential as much as possible.

Your complaint will be taken seriously and handled fairly.

You won't be punished for filing a complaint.

Your issue will be dealt with as quickly as practical.

Investigation Process

If a formal investigation is needed, the company will decide who will carry it out. You and any other parties involved will be interviewed, and you can have a support person with you. Based on the findings, appropriate action will be taken.

Possible Outcomes

If your complaint is proven true, actions like apologies, warnings, or even termination of the offender's employment may occur.

If there's not enough evidence to prove your complaint, the company might still implement staff training or monitoring.

If it turns out that the complaint was false or made with bad intent, you may face disciplinary action.

Unhappy with the Outcome?

If you're not satisfied with how the complaint was handled, you can contact outside agencies like the Australian Human Rights Commission or the Fair Work Ombudsman.

Related Policies

We recommend reading this policy alongside our other guidelines:

Code of Conduct

Workplace Anti-Bullying & Anti-Harassment Policy

Equal Employment Opportunity and Anti-Discrimination Policy

By following this policy, we aim to create a fair and supportive work environment for everyone at Trackita Pty Ltd.