CatholicCare
DIOCESE OF BROKEN BAY

Agency

Resolving Workplace Issues (Staff Grievance)

Policy

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Introduction

CatholicCare Diocese of Broken Bay (CatholicCare) is committed to a culture of respect and ethical conduct in the way we work and relate to each other. We ensure employees have access to processes that allow them to resolve grievances in a supportive environment.

This policy and the associated practice guideline outline the process for raising, managing, and resolving grievances.

A grievance is a formal complaint raised by an employee about a workplace issue or condition that they believe is unjust, unfair, or goes against established workplace policies. This can include concerns about working conditions, employment policies, harassment, discrimination, behaviour, communication, or any other matter that affects their work or working relationships with other staff members.

The purpose of a grievance is to provide employees with a mechanism to voice their concerns and have them addressed by the employer or management. A well-defined grievance policy ensures that all employees have access to a fair and transparent process for raising and resolving grievances, which can help to prevent workplace disputes from escalating into more serious issues, while fostering a positive and productive work environment for all staff members.

Policy statement

In pursuit of resolving grievances in the workplace, CatholicCare is committed to:

- Providing regular feedback to employees on their behaviour, conduct, contribution, or performance,
- Abiding by relevant legislation and policies,
- Treating employees with respect, fairness and being ethical in dealings with all workplace participants, and
- Fostering employee development, engagement, and success.
- In return, CatholicCare expects that employees will:
- Follow all lawful and reasonable directions in the workplace including the following of workplace policies and procedures,
- Act in accordance with CatholicCare's *Code of Conduct & Ethics Framework*,
- Take care of their personal safety in the workplace and the safety of others,
- Exercise due skill and care when performing their work,
- Adhere to CatholicCare's values and mission, and
- Strive to achieve a harmonious working environment.

If employees have seen, or have reasonable grounds to suspect, corrupt, illegal, unethical, or otherwise inappropriate conduct they need to report it. See the *Whistleblowing Policy* for further details.

Scope

This policy applies to all staff.

Principles

CatholicCare will:

- Provide a guideline of actions which can be taken once a grievance has been reported. See the *Resolving Workplace Issues (Staff Grievance) Practice Guideline*.
- Aim to resolve matters in a timely and responsive manner, while ensuring equity and due process.

It is the intent of this policy to ensure that grievances are managed by those at the appropriate level of accountability, recognising that not all workplace misunderstandings, disagreements or grievances will be the subject of this policy. For example, the policy does not apply to reasonable management action carried out in a reasonable manner by CatholicCare. Certain examples include but are not limited to the following:

- A manager setting reasonable performance goals, standards, and deadlines for employees,
- A decision to roster and allocate working hours for employees where the requirements are reasonable and consistent with Award conditions and/or the contract of employment,
- Deciding not to select an employee for a role or development opportunity or promotion where a reasonable process is followed,
- Informing an employee about unsatisfactory work performance or inappropriate behaviour,
- Taking disciplinary action against an employee, including suspension or terminating employment; or
- Any matter connected with management action carried out in a reasonable manner.

Related policies and practice guides

This policy is to be read in conjunction with the following CatholicCare policies and practice guidelines:

- *Care & Respect at Work (Preventing Bullying, Harassment & Discrimination) Policy*
- *Code of Conduct & Ethics Framework*
- *Managing Unsatisfactory Performance and Misconduct Policy*
- *Privacy and Confidentiality Policy*
- *Resolving Workplace Issues (Staff Grievance) Practice Guideline*
- *Whistleblowing Policy*

Sign off and review

Version	Authorised by	Approved date	Review cycle	Review due
1.0	CatholicCare Executive	16 February 2010	2 years	February 2012
2.0	CatholicCare Executive	19 July 2011	2 years	July 2013
3.0	CatholicCare Executive	19 December 2013	2 years	December 2015
4.0	CatholicCare Executive	7 September 2018	1 year	September 2019
5.0	Executive Director	11 February 2019	1 year	February 2020
6.0	Executive Manager People and Culture	28 July 2020	1 year	July 2021
7.0	Culture & Capability Manager	9 November 2020	2 Year	November 2022
8.0	Executive Manager People & Culture	20 March 2023	2 years	20 March 2025

History

Version	Description	Author	Amended date
1.0	Policy and Procedure	Briana Wherry	January 2010
2.0	Policy and Procedure	Briana Wherry	June 2011
2.1	Policy and Procedure	Briana Wherry	December 2012
3.0	Policy and Procedure	Briana Wherry	December 2013
3.1	Policy	Senior Manager People and Culture	October 2014
4.0	Policy	Policy Specialist	3 September 2018
5.0	Policy	Policy Specialist	31 January 2019
6.0	Policy	Policy Specialist	16 July 2020
7.0	Policy	Policy Specialist/HR Business Partner	28 October 2020
8.0	Policy	Executive Manager People & Culture	20 March 2023