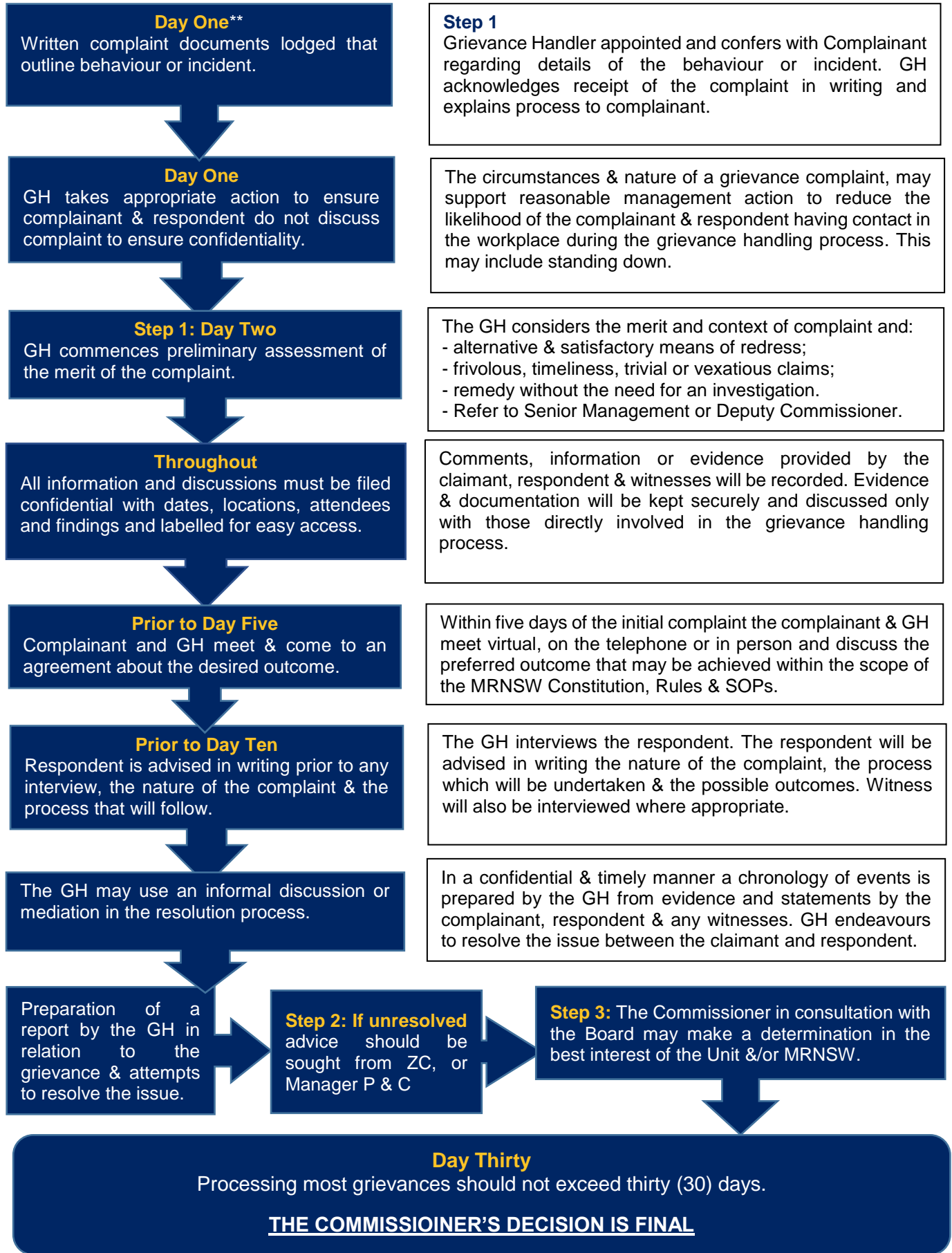




Grievance Handling Process Guide*



Step 1
Grievance Handler appointed and confers with Complainant regarding details of the behaviour or incident. GH acknowledges receipt of the complaint in writing and explains process to complainant.

The circumstances & nature of a grievance complaint, may support reasonable management action to reduce the likelihood of the complainant & respondent having contact in the workplace during the grievance handling process. This may include standing down.

The GH considers the merit and context of complaint and:

- alternative & satisfactory means of redress;
- frivolous, timeliness, trivial or vexatious claims;
- remedy without the need for an investigation.
- Refer to Senior Management or Deputy Commissioner.

Comments, information or evidence provided by the claimant, respondent & witnesses will be recorded. Evidence & documentation will be kept securely and discussed only with those directly involved in the grievance handling process.

Within five days of the initial complaint the complainant & GH meet virtual, on the telephone or in person and discuss the preferred outcome that may be achieved within the scope of the MRNSW Constitution, Rules & SOPs.

The GH interviews the respondent. The respondent will be advised in writing the nature of the complaint, the process which will be undertaken & the possible outcomes. Witness will also be interviewed where appropriate.

In a confidential & timely manner a chronology of events is prepared by the GH from evidence and statements by the complainant, respondent & any witnesses. GH endeavours to resolve the issue between the claimant and respondent.

** Day = business day.

*** Interviews may be in person, virtual or over the phone.