



## Grievance Policy

CSW ICT Policy (POL) for:		Grievance Policy	
SOP Number:	POL09	Version Number:	1.2
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Author:	Tristan Chen	Next Review Date:	January 2026
Reviewer	Exec/GM		

Revision History			
Version	Description	Author	Date
0.1	Draft	Tristan Chen	Jan 25
1.0	Initial Version	Tristan Chen	Jan 25
1.1	Various updates and inclusions	Tristan Chen	Feb 25
1.2	Reviewed for Website Publishing	Soren Walker	Apr 23

Purpose and Objective:
Details on the CSW-IT Grievance Policy.

References:

## 1 Introduction

- 1.1 Clear Corporate Technology Pty Ltd ("**the Company**") is committed to promoting a healthy and productive work environment. The Company recognises that disputes and grievances may arise in the workplace and acknowledges the rights of employees to raise these concerns. The Company's grievance procedure is an important tool to help the Company achieve this goal.
- 1.2 Employees are encouraged to proactively manage legitimate concerns, issues or complaints, regardless of their nature or severity, in accordance with the grievance procedure.

## 2 Scope and Purpose

- 2.1 This policy is applicable to all employees of the Company.
- 2.2 The purpose of this policy is to create and maintain a productive workplace and an effective means for encouraging team members to promptly communicate their concerns and deal with grievances.

## 3 Definitions

- 3.1 **Grievance** is any type of problem, concern or complaint related to an employee's work, work practices or the work environment. A personal grievance may be about any act, behaviour, omission, situation or decision impacting on an employee that the employee thinks is unfair, unjustified or is inconsistent with a Company policy or procedure. A grievance can relate to almost any aspect of employment, for example:
  - i. A workplace communication or interpersonal conflict;
  - ii. A workplace health and safety issue;
  - iii. An allegation of discrimination, harassment or bullying;
  - iv. Concerns regarding allocation of work, job design, or performance management; and
  - v. Concerns regarding the interpretation and application of conditions of employment.
- 3.2 **Manager** is any person occupying a supervisory role or a position, which is directly or indirectly responsible for supervision and management of staff.
- 3.3 **Respondent** is the person/s against whom a concern, complaint or dispute is raised.
- 3.4 **Staff Member** is any person employed, contracted or volunteering at Clear Corporate Technology Pty Ltd ("**the Company**").

## 4 Procedure

- 4.1 If an employee has a workplace complaint or grievance, the employee should apply the following procedure:

<b>Step 1</b>	First, the employee should attempt to resolve the matter directly with the individual/s involved.
<b>Step 2</b>	If the employee is unable to resolve the grievance directly with the individual/s involved, or it is inappropriate to do so, the employee should refer the grievance to his or her Managing Director. To do this the employee must advise his or her Managing Director of the nature and details of the grievance and the preferred outcome.
<b>Step 3</b>	If the employee is unable to resolve the grievance with his or her Managing Director, or it is inappropriate to do so, the employee should refer the grievance to General Manager. To do this the employee must advise General Manager of the nature and details of the grievance and the preferred outcome (in writing, if requested). The Company will decide what action (if any) is appropriate and whether further investigation is warranted.

- 4.2 Reasonable time limits must be allowed for the completion of the various stages of the procedure.

## 5 Breach of this Policy

- 5.1 Any employee who is found to have breached this policy may be subject to disciplinary action, up to and including termination of employment.
- 5.2 All employees are encouraged to talk to their Managing Director or General Manager if they have any questions or are unsure about any aspect of this policy.