
Real Time Australia

Grievance Policy

OVERVIEW

Real Time Australia is committed to providing a safe, fair, healthy and productive work environment for all employees, contractors and on-hire workers. The purpose of this document is to provide guidelines to *workers* who may experience a grievance, and who wish to make a formal complaint. These guidelines help to create an environment that ensures all *workers* are encouraged to broach their grievances in the knowledge that Real Time Australia will take appropriate action.

GENERAL PRINCIPLES

Responsibilities

It is the responsibility of all parties involved in a grievance to participate fully in the resolution process in good faith.

All persons have the right to:

- Be treated with respect and impartiality and provided with support throughout the process
- Have the principles of natural justice and procedural fairness observed
- No undue delay in investigations and proceedings

Confidentiality

All parties are required to maintain confidentiality, however it may be necessary to speak to others to:

- Determine what happened
- Afford fairness to all parties
- Appoint a designated “Support Person” to the complainant
- Seek external professional advice



Trivial or Vexatious Matters

Using the 'Grievance Procedure' to deal with trivial or vexatious matters will not be accepted and may result in disciplinary action.

Real Time Australia Contracts

In relation to grievance procedures, the worker's first point of contact at Real Time Australia should be their consultant. If the *worker* is not comfortable engaging with their consultant, they may engage directly with the Office Manager or Director of Real Time Australia.

PROCEDURE

Step 1 - Informal Process

If possible, the *worker* should attempt to resolve the grievance directly with the other person involved. This action is informal and verbal, however, you should seek support from your Real Time Australia consultant. If the *worker* doesn't feel comfortable initiating this discussion, they should proceed to Step 2. If the matter has been raised but not resolved, proceed to Step 2.

Step 2 - Informal Process

The *worker* should explain the situation to their Real Time Consultant and they will advise the *worker* of their options and assist with lodging a formal grievance. Real Time Australia may engage an external independent professional body to assist with investigating and making recommendations regarding actions and outcomes. On completion of the investigation, all parties will be informed of the outcome and any recommended actions.

