

SCHWARZ

# Family Practice

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## Personal Grievance Policy

This Personal Grievance Policy applies to all Employees of the business.

The objective of the policy is to provide a process where Employees can resolve personal grievances related to their employment

The requirement is for all staff to comply with Personal Grievance Policy.

### Procedures:

- 1) Employees may raise personal grievances in the workplace.
- 2) Supervisors and Managers will be provided with appropriate training to effectively handle and resolve grievances.
- 3) Grievances will be investigated in fair and timely manner.

## Purpose

The purpose of the Personal Grievance Policy is to provide a clear and transparent process for employees at Schwarz Family Practice to raise and resolve personal grievances related to their employment. This policy outlines the company's commitment to addressing grievances in a fair, timely, and confidential manner, fostering a positive work environment that is free from discrimination, harassment, and other forms of inappropriate conduct.

## Objective

The objectives of the Personal Grievance Policy are as follows:

- To ensure that all employees are treated fairly, respectfully, and with dignity in the workplace.
- To provide employees with a clear and transparent process for raising and resolving personal grievances, including those related to discrimination, harassment, bullying, or unfair treatment.
- To encourage open communication and a proactive approach to resolving workplace issues and conflicts.
- To promote a positive work environment that is free from inappropriate conduct, in compliance with relevant legislation and regulations, such as the *Fair Work Act 2009*, the *Work Health and Safety Act 2011*, and the *Anti-Discrimination Act 1977*.

## Policy Requirements

In order to achieve the objectives outlined above, the following requirements must be met:

- **Grievance Procedure:** Schwarz Family Practice will establish and maintain a clear and transparent grievance procedure that outlines the steps employees should follow when raising a personal grievance. This procedure should include provisions for informal resolution, as well as a formal process for more serious or unresolved issues.
- **Communication and Training:** Schwarz Family Practice will ensure that all employees, including supervisors and managers, are made aware of the Personal Grievance Policy and are provided with appropriate training to effectively handle and resolve grievances.
- **Confidentiality:** All personal grievances raised by employees, and any information shared during the grievance process, must be treated with the utmost confidentiality. Schwarz Family Practice will take all reasonable steps to protect the privacy of the individuals involved, in accordance with relevant privacy laws and regulations.
- **Timeliness:** Schwarz Family Practice is committed to addressing and resolving personal grievances in a timely manner. Employees raising a grievance should expect a response from their supervisor or the appropriate person within a reasonable timeframe, depending on the complexity and severity of the issue.
- **Fairness and Impartiality:** Personal grievances will be investigated and resolved in a fair, impartial, and transparent manner. This may include involving an external party or mediator to ensure objectivity if deemed necessary.

- **No Retaliation:** Schwarz Family Practice strictly prohibits retaliation against any employee for raising a personal grievance or participating in the grievance process. Any employee found to have engaged in retaliatory behaviour will be subject to disciplinary action, up to and including termination of employment.
- **Record Keeping:** Schwarz Family Practice will maintain accurate records of all personal grievances and their outcomes, in accordance with relevant privacy laws and regulations. These records will be used to monitor and improve the effectiveness of the Personal Grievance Policy, as well as to identify and address any trends or systemic issues within the workplace.

The practice Manager is responsible for communicating the Personal Grievance Policy to all persons working for or on behalf of the organisation and making it available to interested parties.