

TITLE:	Employee Grievance and Dispute Resolution Policy		
DIVISION:	Human Resources		
ADOPTED BY:	Council		
DATE OF ADOPTION:	March 2019	DATE OF REVIEW:	March 2022
MOTION NUMBER:	OC 96/19		
POLICY NUMBER:	HR04		
AUTHORISED:	Barkly Regional Council		

THIS POLICY APPLIES TO: All Part-Time and Full-Time Employees of Barkly Regional Council

PURPOSE

The purpose of this policy is to affirm Council's commitment to complying with the *Local Government Act* (NT) and to establish a clear approach for the resolution of any grievances or disputes an employee may have between other employees and/or management of Council.

BACKGROUND

Council recognises that given the close working relationship of people within the organisation, different ways of thinking and behaving often arise and this can potentially create friction within the workplace. This Policy has been designed to efficiently and appropriately manage the resolution of any grievance or dispute by any employees within Council.

SUMMARY

Council is committed to maintaining a professional but enjoyable workplace where different ideas are encouraged. Council is further committed to ensuring a strong system of grievance and dispute resolution is in place in the event a grievance or dispute is lodged.

OBJECTIVES

The objective of this Policy is to ensure that:

- 1) An employee can raise any grievances or disputes in a friendly, non-confrontational environment;
- 2) All grievances or disputes are dealt with in a professional and timely manner and in the strictest confidence;
- 3) An employee is confident in talking to their immediate manager without fear of repercussion.

POLICY

To facilitate the resolution of grievances or disputes, Council will:

- 1) deal with the grievance or dispute in a fair, professional and objective manner;
- 2) investigate the issue thoroughly;
- 3) deal with any dispute and communicate its response promptly and effectively;
- 4) conduct any discussions with employees and/or their representative unions or other persons in an amicable and harmonious way; and
- 5) ensure employees are not treated less favourably as a result of expressing a grievance.

The Council encourages employees to lodge all grievances with their line manager in the first instance. In the event of a grievance or dispute with an employee's line manager, the grievance or dispute must go to the Human Resources Manager, or to the responsible Director/Manager.

PROCESS

To provide for the efficient resolution of a workplace grievance or dispute:

- 1) the parties of the grievance or dispute must try to resolve the dispute themselves by either discussing the issue(s) between themselves or via either employees direct supervisor;
- 2) if the grievance or dispute cannot be resolved through the communication channel outlined in 1), the grievance or dispute will be escalated to the Human Resources Manager;
 - a. In the event of an existing EBA to which the concerned employees are a party to, Council reserves the right to involve the Fair Work Commission or an independent third party as an attempt to resolve the grievance or dispute.
- 3) the employees involved in the grievance or dispute must continue to perform their work as they would normally, unless the employee has a reasonable concern about imminent risk to their health or safety; and
- 4) the employees involved in the grievance or dispute must comply with any reasonable directions given by their direct supervisor.

LEGISLATION & STANDARDS

Local Government Act (NT)
Fair Work Act 2009 (Cth)
Respectful Workplace Behaviour Policy

RESPONSIBILITY & DELEGATION

Council's CEO is responsible for the management of this Policy, with delegation granted to the Human Resources Manager to ensure successful compliance.

EVALUATION AND REVIEW

This Policy shall be reviewed every three (3) years, or whenever required due to legislative change.