



STAFF GRIEVANCES PROCEDURE

Approving Authority	General Manager	Approval Date of Last Revision	16 Dec 2021
Approval Date	23 Feb 2018	Effective Date of Last Revision	16 Dec 2021
Effective Date	23 Feb 2018	Review Date*	Dec 2023
Document No	PRO9.1	Version	1.2
Parent Policy	Staff Grievances Policy		
Policy Category	Operational		
Governing Authority			
Responsible Officer	Manager Student and Academic Services		
Related Documents	Human Resources Manual Professional Development Policy and Procedure Staff Code of Conduct Staff Recruitment and Selection Guidelines Staff Grievances Policy Work Health and Safety Policy and Procedure Financial Management Policy and Procedure Privacy Policy and Procedure Records Management Policy and Procedure Freedom of Intellectual Inquiry Policy Higher Education Standards Framework (2021) Education Services for Overseas Students (ESOS) Act 2000		

* Unless otherwise indicated, this Procedure will still apply beyond the review date.

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1. PURPOSE

1.1 The Staff Grievances Procedure outlines the procedures aimed at resolving staff grievances/complaints within AIHE.

2. SCOPE

2.1 This Procedure applies to all AIHE staff, both academic and professional, and addresses grievances/complaints by one staff member about another staff member or a student, regarding discrimination, sexual harassment and bullying.

3. MANAGING A STAFF GRIEVANCE AND/OR COMPLAINT

3.1 Depending on the seriousness of the matter, a staff member will decide to either raise the matter informally or formally by submitting a Staff Complaint Lodgement form.

3.2 The first point of contact for raising the matter informally is the Human Resources Administrator. AIHE has a responsibility to take these matters seriously and may be required to further investigate serious matters which may impact on staff or students' health and safety. All formal complaints must be made on the Staff Complaint Lodgement form.

3.3 AIHE follows a three-level resolution process, ranging from facilitation to mediation including disciplinary action and referral to external relevant authorities.

4. FIRST LEVEL OF RESOLUTION: FACILITATION

4.1 Staff who raise a staff grievance/complaint are expected to attempt to resolve the matter through discussions with the other party/parties.

4.2 Staff are also required to verbally advise their supervisor/manager of the situation. Staff may choose another staff member to raise the staff grievance/complaint on their behalf.

4.3 The first point of contact for raising the matter is the Human Resources Administrator, who if requested will facilitate one-on-one discussions. Staff with whom the staff grievance/complaint is raised against will make a full verbal response to the staff raising the matter, not later than five working days, where practicable, from the date the matter was raised.

4.4 The Human Resources Administrator, staff member's Supervisor or other appointed investigating officer of the staff complaint will record details of the complaint and management of the complaint using the Staff Complaint Report form.

5. SECOND LEVEL OF RESOLUTION: MEDIATION

5.1 If the staff member is not satisfied with the response from the staff who the staff grievance/complaint is against, or if the response was not timely at the Facilitation level, the aggrieved staff member/nominee, must advise the Human Resources Administrator promptly that the matter is unresolved.

5.2 Mediation will be arranged at either the request of the parties involved or at the discretion of the Human Resources Administrator. Mediators will be neutral and independent including at least one AIHE staff member. Mediation will be arranged, where practicable, within five working days of the request or decision.

5.3 The Human Resources Administrator will ensure that all parties involved are fully informed of the staff grievance/complaint, including the provision of any written material. Staff Disciplinary Action for any staff grievance regarding a breach of the Staff Code of Conduct is

detailed in Section 4.5 of the Staff Code of Conduct. This will be applied for decision resolutions and disciplinary actions where applicable.

6. THIRD LEVEL OF RESOLUTION: REFERRAL TO THE FAIR WORK COMMISSION AND/OR OTHER RELEVANT AUTHORITIES

6.1 After five working days, or as soon as practicable, any unresolved staff grievances/complaints following mediation, may be referred to the Fair Work Commission and/or other relevant authority by either party. AIHE may also refer the matter to external relevant authorities.

6.2 All recommendations made by the Fair Work Commission and/or other relevant authority will be binding on the parties involved in the staff grievance/complaint process and will constitute a settlement of the matter.

7. DEFINITIONS

7.1 See the AIHE Glossary of Terms for definitions.

Document Control

Version #	Date	Key changes
1.0	23/02/2018	Procedure approved by General Manager
1.1	15/04/2019	Nomenclature of lodgement form amended; clause 4.4 added
1.2	16/12/2021	Minor edits made for HR contact, grammar and HES Framework