

## **Complaints and Grievance Policy and Procedure**

### **1. Purpose of the policy**

**1.1** This policy documents ICAN Learn's commitment to ensuring access and equity in all areas of ICAN Learn's operations.

### **2. Complaints and Grievance Policy**

**2.1** The business recognizes the rights of employees and others to make complaints or otherwise raise a grievance in good faith without fear of victimisation in doing so.

**2.2** This policy has been put in place to provide employees with a process to follow in making a complaint or otherwise raising a grievance

### **3. Application of the policy**

**3.1** This policy applies to any complaint or grievance that a workplace participant has against an employee, contractor or other third party.

### **4. Commencement of the policy**

**4.1** This Policy will commence from 1st January 2017.

### **5. Policy review**

**5.1** This policy will be reviewed annually from the time of commencement.

### **6. Complaints and Grievance Procedures**

#### **6.1 Making a complaint**

**6.1.1** If you raise a grievance or otherwise make a complaint, you must do so honestly and genuinely. You must not raise a grievance or complaint frivolously or for an alternative purpose.

**6.1.2** Before making a complaint or grievance, ideally you would seek to resolve the issue yourself directly with the other individual(s) involved.

**6.1.3** Where a complaint or grievance cannot reasonably be resolved directly with the other individual(s) involved, then the business may take the following action, subject to the circumstances:

- i. an informal process (e.g. organised discussions between parties)
- ii. a formal investigation process
- iii. mediation.

#### **6.2 Conduct after a complaint is made or while an investigation is underway**

- 6.2.1 All employees must conduct themselves appropriately.
- 6.2.2 Complainants and witnesses will not be treated adversely or otherwise victimised.
- 6.2.3 All employees must maintain confidentiality about a grievance or complaint, except as required.

**6.3 Conduct after a complaint is made or while an investigation is underway**

- 6.3.1 Failure to comply with this policy, or a finding of misconduct or other inappropriate behaviour, may result in disciplinary action, which may include:
  - i. training
  - ii. monitoring
  - iii. an apology
  - iv. altered work arrangements
  - v. a warning
  - vi. a final warning
  - vii. termination of employment.