



STAFF GRIEVANCES POLICY

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Policy Category	Operational		
Governing Authority			
Responsible Officer	General Manager		
Related Documents	Human Resource Manual Professional Development Policy and Procedure Staff Code of Conduct Staff Recruitment and Selection Guidelines Staff Grievances Procedure 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 2007		

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

Document Control

Version #	Date	Key changes
1.0	23/02/2018	Approved by Council
1.0a	6/05/2019	Format updated
1.0b	16/12/2021	Change to Higher Education Standards Framework and next review 31/12/23

1. PURPOSE

1.1 The Staff Grievances Policy provides information regarding a clear internal procedure aimed at resolving staff grievances/complaints within AIHE.

2. SCOPE

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

3. POLICY STATEMENT

3.1 AIHE will provide a fair, safe and productive work environment with consideration of staff grievances/complaints to be dealt with fairly, impartially, consistently and sensitively to all parties.

3.2 AIHE emphasises a collegial approach to concerns, staff grievances/complaints resolution through informal processes where possible, to lead to a prompt resolution of problems in an expeditious and confidential manner, with access to formal mechanisms for resolving staff grievances/complaints if required.

4. PRINCIPLES

4.1 AIHE will maintain a clear and fair process to resolve staff grievances/complaints. It seeks to achieve and maintain a workplace that encourages a productive and harmonious working environment through:

- cooperation between and amongst staff;
- frequent discussion between staff and their supervisor; and
- creating opportunity for satisfactory resolution of problems and staff grievances/complaints in a positive and constructive manner.

4.2 Consideration of staff grievances/complaints in AIHE will be addressed with fairness, consistency, promptness and with sensitivity to all parties; and the principles of natural justice and procedural fairness will be observed.

4.3 AIHE will adhere to its legal responsibilities in accordance with all relevant legislation.

4.4 All parties involved in grievance/complaint resolution processes are expected to participate in good faith.

4.5 All personal information collected under this policy will be held and used in accordance with AIHE's Privacy Policy.

4.6 AIHE resolution of staff grievances/complaints uses a three-level resolution process; ranging from facilitation to mediation including disciplinary actions decision, and referral to external relevant authorities including the Fair Work Commission and Human Rights Commission at its highest level.

4.7 Staff Disciplinary Action for any grievance regarding a breach of the Code of Conduct is detailed in section 4.5 of the Staff Code of Conduct. This will be applied for decision resolutions where applicable.

5. RESPONSIBILITIES

5.1 General Manager

The General Manager and/ supervisors are responsible for ensuring that all staff understand the Staff Grievances Policy and related documentation.

5.2 Human Resources Administrator

The Human Resources Administrator is the first point of contact for raising staff grievances/complaints, and is responsible for making himself/herself available for facilitating one-on-one discussion if requested to reach resolution as part of level one resolution process.

5.3 Staff

Staff are responsible for ensuring that their behavior aligns with the Staff Code of Conduct at all times.

6. DEFINITIONS

6.1 See the AIHE Glossary of Terms for definitions.