

Note: Delete this page once you complete tailoring the template for your own business.

General Information

Please note that this policy does not apply to collective grievances. You should refer to any relevant modern award, agreement or other industrial instrument to check whether they contain a grievance procedure dealing with collective grievances. Subscribers should also check these instruments to see whether they contain individual grievance procedures, before finalising their Personal Grievance Policy.

The grievance procedure outlined in this policy aims to provide a clear structure for dealing with personal grievances, and flexibility for the employer to adjust the process depending on the nature of the grievance. Having a rigid or restrictive grievance procedure can impose unduly onerous requirements on the parties, especially when the grievance is minor.

Employee grievances should be dealt with promptly and efficiently so that they do not escalate and harm the employment relationship.

To complete the template:

1. Using Word's Replace function, search for (INSERT COMPANY NAME) and replace with your company name.
2. Replace (items in brackets) with your own wording.
3. Once you have finished work on the template, delete the introduction/explanation page/s of the document.
4. Update page numbers.

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Personal Grievance Policy

1. Purpose of Policy

- 1.1 The procedures outlined in this Personal Grievance Policy ('Policy') aim to achieve consistent treatment in the handling of personal grievances in the workplace and provide a procedure to follow in the event a personal grievance arises.

2. Commencement of Policy

- 2.1 This Policy will commence from XX/XX/XXXX. It replaces all other personal grievance policies of (insert company name) (whether written or not).

3. Application of the Policy

- 3.1 This Policy applies to employees of (insert company name). It does not form part of any employee's contract of employment.
- 3.2 This Policy does not apply to grievances related to discrimination, harassment or bullying. If such a grievance arises, refer to the Anti-Discrimination & EEO Policy or Workplace Bullying Policy, which outlines a specific complaints procedure to deal with those grievances.
- 3.3 (insert company name) may at its sole discretion, on a case by case basis, alter the manner in which the process outlined in this Policy is conducted to ensure it suits the particular grievance.

4. What is a grievance?

- 4.1 A grievance is any type of problem, concern or complaint related to an employee's work or the work environment. A personal grievance can be about any act, behaviour, omission, situation or decision impacting on an employee, which the employee believes is unfair or unjustified.
- 4.2 A grievance can relate to almost any aspect of employment, for example:
- a) safety in the workplace;
 - b) staff development or training;
 - c) leave allocation;
 - d) supervision;
 - e) rosters or hours of work;
 - f) performance appraisal;
 - g) transfer or promotion; and
 - h) wage or salary levels.

5. Dealing with personal grievances

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