

# COMPLAINTS & GRIEVANCE POLICY

## Intent

Springmount Services is committed to providing the best possible working conditions that include fair and impartial treatment of its employees. Part of this commitment is encouraging an open and communicative atmosphere in which any idea, suggestion, problem, complaint or question (“grievance”) can be dealt with in an open, non-retaliatory and non-confrontational manner.

## Principles

The purpose of this policy is to assist the Company in fulfilling its commitment by providing a system for dealing with grievances available to all parties for use as a frame of reference and which allows for the grievance to be settled at the earliest possible opportunity. This policy should be read in conjunction with (but not limited to) the EEO Policy, Whistleblower Policy, Harassment Policy and Bullying and Occupational Violence Policy.

The Company’s grievance procedure is:

- **Confidential** – only those making or involved in the investigation of the grievance will have access to information about the grievance. Serious disciplinary action will result from breaches of confidentiality.
- **Unbiased** – all relevant information from those involved will be collected and considered.
- **Without victimisation** - no action will be taken against any employee for initiating an action under this procedure.
- **Supportive/employee representative** – any participant in a grievance should be advised that they can have a support person/representative in attendance.

If any grievance arises between employees and/or the Company, all employees will (unless employment has been terminated or suspended) continue to perform their duties under their employment agreement, but without prejudice to any party.

## RACI

Responsible	The responsibility for this policy sits with all our leaders escalating to the General Manager Corporate Services.
Accountable	The final authority for this policy lies with the Managing Director.
Consulted	When making changes to this policy a consultation should be carried out all employees and relevant service providers.
Informed	All changes to this policy should be communicated to all employees and relevant service providers.

## **Operation and incidence**

Our Customer Feedback Procedure describes the process to follow when raising a complaint and/or grievance and the options available to resolve the issue/s. The Springmount Services Customer Feedback Procedure (SMS – 2071 – DOC) and Grievance Reporting Form (SMS – 3071 -FOR) should be read in conjunction with any grievance procedure set out in an Award or Agreement covering the complainant. In the case of inconsistency, the Award or Agreement should prevail.

Grievances may range from minor issues of concern to allegations of breaches of the law. Springmount Services will adopt the most appropriate method of investigating and dealing with grievances in each situation, in consideration of the complainant's preferences; the nature of the complaint; and the Company's Duty of Care.

## **Individual responsibility**

It is the responsibility of the individual receiving the grievance to refer the matter to the appropriate person to investigate and/or resolve the issue. Where the individual is unsure, they may contact GM Corporate Services for advice.

Where serious allegations are raised that may be breaches of Company policy or the law, any evidence of 'suppression' or 'cover-up' may be considered serious misconduct.