



## CIS GRIEVANCE PROCEDURE

### INTENDED USE

The grievance Procedure is intended to be provided to the staff employed by CIS to provide a mechanism for resolving disputes and/or grievances about matters at work. The Procedure document specifies a process to be applied to such grievances when raised with CIS and makes clear that CIS will decide the most appropriate method of dealing with the matter on a case-by-case basis.

#### 1. Introduction

CIS recognises that staff members may have grievances about matters at work, including about:

- work relationships; and
- decisions made by other staff members which impact on their work.

#### 2. Who does this grievance procedure apply to?

This grievance procedure applies to all employees and contractors across CIS and applies to general grievances.

If you have a grievance about unlawful discrimination, harassment or bullying please see the [Discrimination, Harassment and Bullying Statement].

#### 3. How should a grievance be raised?

If you have a grievance, you should, if it is appropriate, try in the first instance to address the grievance directly with the person involved.

If you have a grievance that cannot be resolved directly with the person involved, you should:

- a) contact the CEO
- b) if it is not appropriate that it be raised with ***the CEO contact the Chair of the CIS Board.***

#### 4. What will CIS do if a grievance is raised?

CIS will determine the most appropriate method of dealing with the grievance. This could include (among other things):

- a) requesting further information from you;
- b) requesting information from other co-workers or third parties;
- c) meeting with you or others involved in the grievance;
- d) reviewing and responding to the grievance or arranging for an appropriate person to review and respond to the grievance; or

- e) facilitating a meeting between you and the person(s) that the grievance is about.

On receipt of a grievance CIS will generally take the following steps:

- a) determine the best method of handling the grievance;
- b) advise you of the likely steps that will be undertaken by CIS in relation to the grievance;
- c) advise the person(s) that the grievance is about of the nature of the grievance and seek their response;
- d) collect any additional information CIS considers necessary to properly review the grievance; and
- e) advise both you and the person(s) that the grievance is about, of CIS's response to the grievance and if appropriate, any proposed action to be taken.

However, there may be circumstances in which some of the steps outlined above are not appropriate. CIS will determine, in its absolute discretion, on a case-by-case basis the most appropriate method of handling the grievance.

A staff member who raises a grievance and the person(s) that the grievance is about may elect to have an appropriate support person present at any meeting with representatives of CIS about the grievance. However, depending on the nature of the grievance it may not be appropriate for the support person to be a work colleague.

## **5. General**

This grievance procedure is not a term of any contract, including any contract of employment. This grievance procedure may be varied from time to time.