



## DISPUTE RESOLUTION POLICY

Hender Lee Electrical promotes good relations amongst employees and between employees and management. We acknowledge that the success and performance you experience in your job is reflected in how well you work and relate to your colleagues, managers and customers.

We also acknowledge that problems can arise at work which may sometimes cause you to feel aggrieved. The purpose of this policy is to allow you to have such problems, referred to as grievances, addressed in-house in a timely and confidential matter.

### What is a grievance?

A grievance or complaint can be about anything done, or not done, by management or another employee or employees, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination, harassment, or any other employment related decision or behaviour which you think is unfair, unjust or upsetting.

This grievance handling and dispute settlement policy gives you advice about what to do if you have a grievance or complaint and what will happen if you make it a formal complaint.

### How will your grievance or complaint be handled?

If you come forward with a grievance or complaint it will be treated with the utmost confidentiality. It is important that you also maintain confidentiality in order to avoid idle gossip and the possibility of defamation proceedings.

If you decide to go ahead and make a formal complaint, it will be taken seriously and investigated in an impartial manner. This may mean that you, the person complained about, and any witnesses will be interviewed. Again, confidentiality will be assured. No decision will be made until the investigation is complete.

If you do come forward with a grievance or complaint, you will not be treated unfairly or victimized as a result.

You and the company should do everything possible to ensure your grievance or complaint:

- Is investigated thoroughly
- Remains confidential
- Is appropriately dealt with

Each grievance or complaint will be dealt with in as short a time as is possible in the circumstances.

We expect that you will:

- Be honest and open about the problems and difficulties
- Treat your team members and other employees fairly
- Try to resolve all issues directly with your team members and/or other employees.

### Grievance Resolution Procedure

If you have a grievance or complaint relating to work, you are encouraged to follow the below procedure in order to try and resolve the matter and achieve best outcomes.

## Step One

- You should first try and resolve the grievance or complain with your immediate supervisor.
- There may be instances where you do not want to tell your Supervisor (eg the grievance or complaint involves them)
- In this instance you should take your complaint to the next level of management (that is the manager of the department or operations where you work).

## Step Two

- If your grievance or complaint remains unresolved, you should talk to your Manager (who is the next level up from the Supervisor)
- The Manager will determine whether they are the appropriate person to deal with your complaint.
- Your Manager (or the appropriate person) will then work through the complaint with you

## Step Three

- You will document your complaint in writing and give it to your Manager who will forward the document to the General Manager
- The General Manager will then respond to your complaint in writing as soon as possible.
- Before the General Manager responds, he may investigate your complaint by taking it to any other relevant people.

## Step Four

- If your grievance remains unresolved after Step Three, you or the General Manager may refer your complaint or grievance to the Chief Commissioner of the Western Australian Industrial Relations Commission (the "Arbitrator")
- The decision of the Arbitrator is final and binding on all parties, subject to any rights of appeal.
- Please note that the cost, if any, of the Arbitrator will be shared equally by yourself and the company.

This policy and procedure will be reviewed annually for its effectiveness and compliance.



**Allan Hender, Managing Director**

28<sup>th</sup> February 2022