

COMPLAINT RESOLUTION POLICY



Policy Number	PEO202	Version	2
		Approved by Board on	21 Sept 2016
Responsible Person	Chair	Scheduled review date	Sept 2019

1. INTRODUCTION

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

The Water Industry Operators Association of Australia (WIOA), encourages its employees, volunteers and stakeholders to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.

The preferred process involves employees, volunteers and stakeholders resolving issues to their own satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

2. PURPOSE

The purpose of this Policy is to provide an avenue through which employees stakeholders, volunteers, and their managers, can resolve work-related complaints as they arise.

This policy applies to problems and complaints regarding:

- discrimination
- bullying and harassment
- sexual harassment
- racial and religious vilification
- victimisation.

It does not apply to problems and complaints relating to:

- safety breaches; or
- discipline for poor work performance.

It is a serious breach of this policy to lodge a complaint you know to be false, malicious or vexatious.

3. POLICY

WIOA will undertake actions to promote fast and efficient resolution of workplace issues.

Employees, volunteers and stakeholders should feel comfortable discussing issues with their manager or supervisor in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee/volunteer's wishes will be taken into account in determining the appropriate steps and actions.

No employee, volunteer or stakeholder will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to permanent and part-time paid employees and to volunteer workers and stakeholders.

4. AUTHORISATION

A handwritten signature in black ink, appearing to read 'Jim Martin', with a small dot at the end.

Jim Martin
Chair

21 September 2016
Water Industry Operators Association of Australia