

GRIEVANCE PROCEDURE

To Lodge a Grievance:

1. Attempt to resolve the problem with the party concerned.
 2. If the matter is not successfully resolved at Stage 1., refer to Supervisor or Manager for assistance.
At this stage or any further stages, you may elect to keep the matter private and liaise directly with the Greenacres Disability Services Grievance Officer.
 3. If the matter remains unresolved, a grievance form is to be completed and submitted to the Grievance Officer.
 4. The Grievance Officer attempts to facilitate a resolution between the parties according to organisational policies. Action taken is documented on the Grievance Form.
Greenacres Disability Services Grievance Form.
 5. Should the grievance remain unresolved, the complainant may approach an independent body for mediation and resolution.
Eg. the complainant's union.
- NB. At any stage the complainant may include another person to act as an advocate through the process.*