



# Complaints Management Policy

Version 1.1

## Contents

1. Purpose .....	3
2. Overview .....	3
3. Audience .....	3
4. Policy .....	3
4.1. Dealing with a concern directly .....	3
4.2. Raising concerns .....	4
4.3. Reporting issues .....	4
4.4. Response to issues .....	4
4.5. Internal investigation .....	5
4.6. Managing a complaint or dispute through external agencies .....	5
4.7. EAP Support .....	5
5. Definitions .....	5
6. Document History and Contact Details .....	5

## 1. Purpose

This policy outlines the resolution pathways available at the Mining and Automotive Skills Alliance (AUSMASA) should staff members experience or witness unacceptable or unlawful behaviour in the workplace. This includes acts of discrimination, harassment, or bullying, or a breach of policy or legal obligation that applies to our business.

## 2. Overview

AUSMASA makes every effort to foster a workplace where there is no tolerance of discrimination, harassment, or bullying behaviour at all times.

## 3. Audience

This policy applies to:

- Board
- Advisory Committees or Panels
- Committees and sub-committees
- Chief Executive Officer (CEO)
- Employees
- Contractors and sub-contractors

## 4. Policy

AUSMASA is committed to maintaining a workplace that encourages, cooperation, collaboration, and trust among all staff members.

On occasions, inappropriate behaviours may occur, and a grievance or dispute resolution process is required to resolve complaints or concerns.

Employees can report grievances when:

- they have been victims of workplace harassment
- their health and safety have been compromised
- they have witnessed poor supervisor and/or management behaviour
- there are unjust changes made to the employment agreement
- policy guidelines are violated
- there is a dispute between co-workers, suppliers, and/or management.

This policy applies whenever and wherever staff members are at work, even if this work is undertaken outside ordinary business hours or away from our offices. This includes:

- Off-site training days
- Company social and sporting events
- Team celebrations
- Stakeholder engagements, events, and conferences.

### 4.1. Dealing with a concern directly

We encourage all staff members to try and resolve issues arising from unacceptable workplace behaviour directly with the relevant parties in the first instance.

If a staff member is concerned about another person's behaviour and are comfortable to do so, we encourage to raise the concern in good faith directly with that person. It is important to make all efforts to resolve the concern with the other person in a respectful, constructive, and reasonable way, that reflects AUSMASA's values.

Lastly, it is expected that the parties involved agree on a reasonable way of resolving the concern, that will be the end of the matter.

#### 4.2. Raising concerns

Staff members may speak to the Manager Organisational Development or their direct manager on a confidential basis if they would like to discuss how to deal with the concern directly with the other person.

If concerns relate to harassment, bullying or discriminatory behaviour, staff members should have a confidential discussion with the Manager Organisational Development about how to deal with the concern.

#### 4.3. Reporting issues

If the grievance or dispute remains unresolved despite best efforts to resolve it between the parties, or the staff member is uncomfortable with attempting to do so, they should approach the Manager Organisational Development or their direct manager for a conversation.

The Manager Organisational Development or their direct manager will ensure to respond in the most appropriate way to employee's grievances.

If staff members are uncomfortable speaking with their direct manager, there are other people who they can speak with such as another member of the executive team, our EAP service provider, or our HR service provider.

If a grievance or dispute relates to a Policy and Training Products process or program, please refer to the AUSMASA Dispute Resolution Policy for more information.

#### 4.4. Response to issues

In responding to written grievances and disputes, the Manager Organisational Development or direct managers will take steps which include:

- ensuring that staff members remain safe at work at all times
- advising staff members of the processes to be expected
- offering Employee Assistance Program (EAP) support
- advising staff members who will be their point of contact during the process and resolution of the grievance.

The Manager Organisational Development and/or direct manager will work to determine the best response, considering perception of the seriousness of the grievance or dispute and how it can be resolved. These factors will be balanced against our understanding of the issues raised, our values, culture, and relevant policies and procedures.

All parties involved need to ensure they maintain the appropriate degree of confidentiality in relation to the existence and resolution of the matter.

#### 4.5. Internal investigation

If a concern is raised, it may be investigated by AUSMASA in a way that is suitable in the circumstances. We may determine to follow an informal process or to follow a formal process.

#### 4.6. Managing a complaint or dispute through external agencies

AUSMASA may determine they are best placed to manage the entire process or any part of it internally or choose to engage an independent external third-party dispute resolution service provider to assist in any aspect of the process.

#### 4.7. EAP Support

AUSMASA provides a free, confidential, and independent Employee Assistance Program (EAP) to all members of staff and volunteers.

Staff members may use the confidential EAP services to seek professional counselling on any work-related or non-work-related matter. This support is operated by a third party and is available 24 hours a day, 7 days a week. Please refer to [EAP Assist \(sharepoint.com\)](https://sharepoint.com) for further information.

### 5. Definitions

**STAFF MEMBER** refers to board members, Advisory Committees or Panels, committees or sub-committees, the CEO, employees, contractors, and sub-contractors.

**GRIEVANCE** is a complaint or a strong feeling that you have been treated unfairly.

**DISPUTE** is an argument or disagreement between staff members.

### 6. Document History and Contact Details

#### Version

Number	1
Version	1.1
Implementation date	20 May 2023
Review date(s)	30 June 2025
Next Review date	30 January 2026

#### Revision History

Revision date	Summary of amendments	Prepared by	Version
May 2023	Name and Branding update Audience amendment	Manager, Organisational Development	1.1

#### Contact details

Owner	AUSMASA CEO
Contact officer	Head of People & Culture, <a href="mailto:admin@ausmasa.org.au">admin@ausmasa.org.au</a>