

GRIEVANCE POLICY AND PROCEDURE

Operational | Human Resources | Authorised by Board of Directors

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PART A — POLICY

A1. Policy Statement and Purpose

Woodbury Autism Education and Research Limited (Woodbury) is committed to promoting a healthy and productive work environment. Woodbury recognises that disputes and grievances may arise in the workplace and acknowledges the rights of employees to raise these concerns. The grievance procedure is an important tool to help Woodbury maintain a safe, respectful, and fair workplace for all staff.

Woodbury is committed to:

- Providing a fair, accessible, and confidential grievance process for all employees
- Ensuring that grievances are taken seriously, investigated promptly where appropriate, and resolved at the lowest appropriate level
- Protecting employees from victimisation, disadvantage, or adverse treatment for raising a grievance in good faith
- Ensuring consistency and procedural fairness in all grievance handling
- Using grievances as opportunities for continuous improvement of the workplace culture and practices

A2. Scope

This policy applies to all Woodbury employees, including permanent, part-time, casual, and fixed-term staff. It covers workplace grievances relating to:

- Interpersonal disputes or conflict between employees
- Concerns about management decisions or supervisory conduct
- Working conditions or employment-related matters
- Alleged breaches of Woodbury policy or procedure

Note: This policy does not extend to complaints about reportable conduct, child protection matters, or unlawful discrimination and harassment, which are governed by separate policies. Refer to the Child Protection Policy, Complaints Handling Policy, and the Discrimination, Harassment and Bullying Statement.

A3. Definitions

Term	Definition
Grievance	A workplace complaint or dispute raised by an employee relating to a work matter, including work relationships, decisions made by other staff members, or employment conditions that impact on their work.
Aggrieved Employee	The employee who raises the grievance.
Respondent	The person or persons the grievance is directed against or who are involved in the matter.
Clinical Supervisor	The employee's direct supervisor or line manager who is the first escalation point for unresolved grievances.

Term	Definition
Clinical Director	The final internal escalation point for workplace grievances that cannot be resolved at supervisor level.

A4. Guiding Principles

- All grievances will be handled promptly, fairly, and with respect for all parties involved
- Confidentiality will be maintained to the extent possible, consistent with the requirements of a fair investigation
- The aggrieved employee may have a support person present at any meeting relating to the grievance
- No employee will be disadvantaged or victimised for raising a grievance in good faith
- Employees are encouraged to attempt to resolve matters directly and informally wherever possible
- All parties are expected to participate in the process in good faith

⚠ Important: *If an employee raises a grievance that is frivolous, vexatious, or in bad faith, this may constitute a breach of the Code of Conduct and may result in disciplinary action under the Accountability Policy.*

A5. Roles and Responsibilities

Role	Responsibility
Clinical Director	Receives escalated grievances that cannot be resolved at supervisor level; decides what action (if any) is appropriate and whether further investigation is warranted; provides written responses where requested
Clinical Supervisor	First escalation point for grievances that cannot be resolved directly between the parties; advises the employee on the nature and details of the grievance and preferred outcome
All Employees	Proactively manage legitimate concerns in accordance with this procedure; attempt to resolve matters directly in the first instance; raise concerns promptly and in good faith
Executive Administrator	Administrative support for the grievance process; maintains confidential grievance records; escalates to the Clinical Director where required

A6. Related Policies

- Complaints Handling Policy and Procedure
- Code of Conduct
- Accountability Policy
- Discrimination, Harassment and Bullying Statement
- Child Protection Policy
- Safeguarding and Incident Reporting Policy and Procedure

A7. Monitoring and Review

- Compliance with this policy is monitored by the Clinical Director, with oversight from the Board of Directors
- A de-identified summary of grievances received, actions taken, and outcomes is provided to the Board periodically
- This policy is reviewed annually or immediately following a significant grievance, change in legislation, or NESAs requirement update

- Trends in grievances are used to inform continuous improvement of Woodbury’s workplace culture and practices

A8. Non-Compliance

Failure to comply with this policy may:

- Breach Woodbury’s obligations under the Fair Work Act 2009 (Cth) and applicable workplace legislation
- Expose Woodbury to regulatory or legal action
- Result in internal disciplinary action under the Accountability Policy for any party who acts improperly during the grievance process

PART B — PROCEDURE

B1. Grievance Procedure

Employees are encouraged to proactively manage legitimate concerns, issues, or complaints, regardless of their nature or severity, in accordance with the following grievance procedure. The procedure is designed to resolve grievances at the lowest appropriate level, as quickly and informally as possible.

STEP 1 Direct Resolution

First, the employee should attempt to resolve the matter directly with the parties involved. Open, respectful, and constructive conversation is encouraged as the preferred first step in resolving any workplace concern.

STEP 2 Escalate to Clinical Supervisor

If the employee is unable to resolve the grievance directly with the parties involved, or it is inappropriate to do so, the employee should refer the grievance to their Clinical Supervisor. To do this, the employee must advise the Clinical Supervisor of the nature and details of the grievance and the preferred outcome.

STEP 3 Escalate to Clinical Director

If the employee is unable to resolve the grievance with the Clinical Supervisor, or it is inappropriate to do so, the employee should refer the grievance to the Clinical Director. To do this, the employee must advise the Clinical Director of the nature and details of the grievance and the preferred outcome (in writing, if requested). Woodbury Autism Education and Research will decide what action (if any) is appropriate and whether further investigation is warranted.

Note: Where the grievance involves the Clinical Supervisor or Clinical Director directly, the employee should escalate to the next appropriate level of management or the Board Chair, as applicable.

B2. Grievance Process at a Glance

The following table summarises the three-step escalation process:

Step	Action	Who to Contact	Format
Step 1	Attempt to resolve directly with the parties involved	Parties involved	Verbal / informal
Step 2	Refer the grievance to your Clinical Supervisor, advising of the nature, details, and preferred outcome	Clinical Supervisor	Verbal or written

Step	Action	Who to Contact	Format
Step 3	Refer the grievance to the Clinical Director. Woodbury will determine what action is appropriate and whether investigation is warranted	Clinical Director	Written (if requested)

B3. Record Keeping

- All formal grievances (those escalated to Step 2 or Step 3) must be documented and records maintained by the Executive Administrator or Clinical Director
- Records must include the date the grievance was raised, the nature of the grievance, the steps taken, any outcome or resolution, and any follow-up actions
- All grievance records must be stored securely and confidentially in Woodbury’s records management system
- Records must be retained in accordance with legislative requirements and be available for inspection during any NESA audit or regulatory review

Version Control

Version	Date	Approved By	Summary of Changes
1.0	Current	Board of Directors	

This document is approved by the Board of Directors of Woodbury Autism Education and Research Limited