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POLICY: GRIEVANCE PROCEDURES

Introduction

The Organisation encourages its employees to resolve any issues or concerns that they may have at the earliest opportunity with their immediate supervisor.

The preferred process involves employees being able to resolve issues to their satisfaction internally, without feeling they have to refer to external authorities for assistance.

Purpose

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

POLICY

The Organisation will establish mechanisms to promote fast and efficient resolution of workplace issues.

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. Employees should feel comfortable with 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's wishes will be taken into account in the determination of appropriate steps and actions.

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

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

Responsibilities

- It is the responsibility of the Station Manager to ensure that:
- All Managers, Supervisors, and Employees are aware of their obligations and responsibilities in relation to communication and information sharing with their employees
- Ongoing support and guidance is provided to all employees in relation to employment and communication issues
- All Managers, Supervisors, Employees are aware of their obligations and responsibilities in relation to handling grievances
- Any grievance that comes to the attention of Managers or Supervisors is handled in the most appropriate manner at the earliest opportunity.

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It is the responsibility of Management and Supervisors to ensure that:

- They identify, prevent and address potential problems before they become formal grievances
- They are aware of, and are committed to the principles of communicating and information sharing with their employees
- All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the Corporation in general
- Any grievance is handled in the most appropriate manner at the earliest opportunity
- All employees are treated fairly and without fear of intimidation.

It is the responsibility of Employees to ensure that:

- They attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

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