Grievance Procedure

1 Purpose

Craig Mostyn Group (**CMG**) strives to create a work environment where everyone is valued for their contribution and ideas, treated fairly, respectfully, and professionally. However, we recognise that there may be situations where this doesn't occur, and a person may have a complaint or grievance. This procedure provides steps to follow to resolve such matters quickly and transparently.

2 Scope

The procedure applies to all CMG directors, team members, long term contractors and labour hire workers.

3 Procedure

A grievance is any problem, concern, claim, or complaint related to your work environment. A personal grievance can be about any behaviour, situation or decision impacting you that you think is unfair or unjustified.

CMG will always aim to resolve grievances in a timely and transparent manner, while ensuring we apply procedural fairness to all persons involved and take reasonable steps to protect individuals against retaliation or victimisation because of raising a grievance.

This procedure provides steps to take that progressively escalate to resolve your grievance.

3.1. Personal grievance with another team member

a. If the matter is between yourself and another team member, if you feel comfortable doing so, speak with that person directly to describe what has happened and how it impacted you.

b. If through discussion and asking questions you are not able to resolve the matter with the other person, then speak with your supervisor or manager.

3.2. Workplace grievance

a. A workplace grievance is a problem, concern, or complaint raised by a team member regarding any aspect of their work, the workplace or someone they work with. The types of issues that a workplace grievance might be about include:

   i. safety in the workplace;

   ii. development or training;

   iii. allocation of leave;

   iv. rosters or hours of work;

   v. performance appraisals;

vi. transfer or promotion; or

vii. wage or salary levels.

b. To resolve a workplace grievance, in the first instance speak with your manager or supervisor to explain your grievance and seek advice to resolve the matter.

c. If you are not comfortable speaking with your manager or supervisor, then contact the Human Resources team in accordance with section 3.4 of this procedure

3.3. Speaking with your supervisor or manager

a. If you're not comfortable addressing the matter with the other team member or you were unable to resolve the issue by speaking with them, talk to your supervisor or manager to explain what has happened, how it has impacted you and what you would like to have happen to resolve the issue.

b. Your supervisor or manager will discuss with you options to resolve the issue and keep you informed of any action taken. They may also seek support from the Human Resources team.

c. If this does not resolve the issue, or the issue relates to your supervisor or manager, contact the Human Resources team.

3.4. Contact Human Resources

a. If you are not comfortable speaking with your supervisor or manager, you can contact the Human Resources team, either by speaking to the Human Resources team at your location or by sending an email with your contact information to humanreosurces@craigmostyn.com.au.

b. Your Human Resources representative will discuss the situation with you and provide options on how the matter may be resolved. This could include a request for a written statement of events or conducting a formal investigation.

c. Your Human Resources representative will keep you informed as the matter progresses and will advise the outcome.

d. If you are not satisfied with the outcome or resolution, you can appeal the decision in accordance with section 3.6 of this procedure.

e. If you are not comfortable speak with the Human Resources team, then you can make a confidential and / or anonymous report regarding your grievance through our Whistleblower Service in accordance with section 3.5 of this procedure.

3.5. Confidential and / or anonymous report

a. If you would feel more comfortable reporting the matter to someone outside CMG, you can do so via our Whistleblower Service, operated by WBS. This service is available 24/7 and reports made via the online portal can be made in over 75 languages. When making a report online, you will need to enter the unique key, listed below:

Whistleblower Service
Phone: 1300 687 927
Online Portal: https://whistleblowingservice.org/cmg/
Unique Key: CMGREPORT

b. WBS will provide the details of your report either the Group HR Manager or the Protected Disclosure Officers under our Whistleblower Policy. If a report is made anonymously, any identifying information is removed from the report prior to WBS providing any information to CMG.

3.6. Appeal against decision

a. If you are not satisfied with the outcome or resolution of your grievance, or if you wish to appeal a decision to terminate your employment you can appeal the decision.

b. Appeal should be made in writing to:

General Manager – People, Culture & Sustainability
Post: PO Box 462, Fremantle WA 6959
Email: kmckenzie@craigmostyn.com.au

c. Each appeal will be reviewed by the General Manager – People, Culture & Sustainability and the Chief Executive Officer.

d. You will be notified in writing of the decision on your appeal.

3.7. Fair Work Ombudsman

If you follow the steps in this procedure and still believe your grievance has not been resolved, you can contact the Fair Work Ombudsman for further advice and guidance.

Fair Work Ombudsman
Website: https://www.fairwork.gov.au/
Phone: 13 13 94

3.8. False and vexatious claims

Raising grievances that are untrue can be harmful to other people, wastes CMG resources and is not aligned with our CCMG values or code of conduct.

Any employee found to be intentionally making false or vexatious claims against another employee, could be subject to disciplinary action, which could include termination of employment.

4 Definitions

Term	Definition
False or vexatious claim	This is a complaint or grievance that is either untrue or exaggerated and intended to result in discipline or a negative outcome for another person.
Fair Work Ombudsman	The regulatory body responsible for ensuring employers are compliant with the requirements of the Fair Work Act 2009.

Term	Definition
Grievance	A concern, issue, action, or event that the employee feels was unfair, unreasonable and has impacted their employment or the workplace in some way.

5 Related Documents and Information

Item	Link
Policies	Code of Conduct
Procedures	Employee Management & Discipline Procedure
Forms	Statement Form Investigation Record
Legislation	*Fair Work Act 2009 (Cth)*
Other	Fair Work - An Employee's Guide to Resolving Workplace Issues Fair Work – An Employer's Guide to Resolving Workplace Issues

6 Roles & Responsibilities

Role	Responsibility
Employees	Follow this procedure to resolve grievances.
Supervisors and Managers	Treat all grievances raised seriously and seek to resolve them in a timely manner. Seek support from the Human resources team as required and take reasonable steps to ensure no employee is treated adversely due to raising a grievance.
Human Resources Team	Provide timely advice and guidance to supervisors, managers, and employees to support resolution of grievances. Ensure procedural fairness and confidentiality are applied in all matters and ensure appropriate records of grievances and resolutions are maintained.
General Manager – People, Culture & Sustainability	Ensure this procedure remains up to date and consistent with CMG's obligations under the Fair Work Act 2009 (Cth) and our commitments under our Code of Conduct. Ensure all appeals against decisions are considered fairly, in a timely manner and in accordance with CMG's policies and relevant legislation. Provide advice and recommendations to the CEO when determine the response to an appeal.
CEO	Review all appeals against decisions including advice and recommendations from the General Manager – People, Culture and Sustainability and determine the final decision in relation to appeals.

7 Communication and Change

This procedure will be referenced in employment contracts and the CMG Code of Conduct, made available to employees via the CMG Intranet, and provided to impacted individuals when a decision to terminate employment is made.