

GRIEVANCE POLICY



SPECIALISTS
IN PROVIDING
CLEANING,
FIRST AID AND
EMERGENCY
MANAGEMENT
SOLUTIONS.



GRIEVANCE POLICY

SCOPE

This policy applies to all employees of Vital Pulse.

PURPOSE

Vital Pulse believe that whilst at work you should have the opportunity to do meaningful work that contributes to the organisation, whilst working in an environment which is collaborative and supportive, from time-to-time issues may come up and the sooner any concerns or complaints are raised the better for everyone involved. It also helps to prevent the situation escalating.

We encourage all staff to raise any concerns or grievances they have as quickly as possible with the Management team in an informal setting.

However, if the matter concerns your line manager, you can raise it with the Operations Manager who will try to help resolve the matter. We recognise that it may not be possible or appropriate to resolve every concern informally. Where this is the case, you should use the formal grievance procedure set out below.

RAISING A GRIEVANCE

If you wish to raise a formal grievance you should, in the first instance, raise it in writing with your immediate supervisor / manager. You can do this via the Safety Champion Incident portal which alerts the Management team. It is imperative to include as much information and/or documentation relating to the grievance as possible.

The staff member will be invited to a meeting to consider the matter and to discuss any suggestions they might have for how it may be resolved. The meeting will normally be held within five working days of the formal grievance being raised.

The management team will then normally respond in writing to the grievance within five working days of the meeting.

Staff safety in the workplace is a priority to Vital Pulse. At all times we will endeavor to resolve any grievance in line with the above process. At times the timing or nature of the investigation may vary however we will keep you adequately informed throughout the process.

RECORD KEEPING & CONFIDENTIALITY

- All records of any reported grievance and associated investigation, including any record as it relates to an issued warning as a result of the grievance is retained by Vital Pulse Management.
- At all times during the grievance procedure, management will maintain complete confidentiality.

Policy number	VP005	Version	1
Drafted by	Director	Approved by	Director
Responsible person	Eddie Idik	Scheduled review date	1 July 2023

NEED ADDITIONAL ASSISTANCE?

- If you need any additional support during the grievance process, you are entitled to get confidential support from our management team at anytime by calling 02 8856 1421.



Eddie Idik JP

Director
Vital Pulse

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