

EMPLOYEE GRIEVANCE POLICY

Policy Statement

Where an employee has a grievance that affects their work performance or satisfaction, Little Adventures Early Learning (LAEL) policies will assist in facilitating continuous improvement within the workplace and maintain a productive and positive working environment. The *Employee Grievance Policy* aims to provide a consistent, fair and systematic approach to effectively handling employee grievances promptly and where possible, resolving them as soon as possible.

The *Employee Grievance Policy* provides a means to prevent minor grievances or problems from becoming more serious grievances, and resolution is focused on early intervention.

An Open Door policy is promoted for employees to raise any concerns that may affect the work environment, performance and satisfaction of employment. The aim is to achieve conciliation and the resolution of grievances promptly, with fairness and understanding.

Where an employee is concerned about an issue in the workplace, LAEL encourages that facts are collated so that the matters may be objectively investigated if LAEL considers it appropriate to do so.

LAEL will work with employees to openly resolve issues in promoting a consultative approach and a continuous improvement philosophy.

Strategies and Practices

- The *Employee Grievance Policy* is available to parents upon enrolment and staff upon induction.
- While LAEL takes all complaints made by employees seriously, it is important to note that there is no 'one size fits all' approach for dealing with issues that arise in the workplace. For this reason, LAEL reserves the right to address and manage a complaint in a manner it considers appropriate for the circumstances.
- While this document sets out examples and guidance as to how this may occur, the following is not a mandatory process for either employees or LAEL.

STEP 1 Upon receiving a complaint, LAEL may take such actions as it deems appropriate to understand, investigate and/or address the employee's concerns.

STEP 2 Employees who believe they have been subject to discrimination, unlawful harassment, or workplace bullying should generally inform the person concerned that their behaviour is unwelcome, unacceptable and should cease immediately.

STEP 3 Should the unwelcome behaviour continue, or if the employee is unable to address the issue directly with the person concerned, the employee should report the incident promptly to the Nominated Supervisor/ Responsible Person or the HR Department. In reporting the matter, the employee should provide all relevant details of the complaint.

STEP 4 Without mandating or limiting the manner for dealing with a complaint, the type of actions that may be taken can include:

- Investigation of the complaint. This may consist of (but will not necessarily be limited to) interviews with the employee(s) who reported the incident(s), the person(s) against whom the complaint was made and any employee(s) who may have witnessed the incident(s)
- Meetings with the employee(s) who made the complaint and the employee(s) against whom the complaint was made.

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- Suspension of employment while the matter is being addressed; and
- Any discrimination, unlawful harassment, victimisation or workplace bullying is likely to result in disciplinary action, including the potential summary termination of employment.

Disputing the Outcome

Any employee who is not satisfied with the outcome of the complaint, may escalate their complaint to the Approved Provider or HR representative and if the employee considers it appropriate, they can make an external complaint to the appropriate authority such as the Anti-Discrimination Board.

Confidentiality

While Little Adventures Early Learning expects Managers (Nominated Supervisor and Responsible Persons) and employees to treat complaints confidentially, it is important to note that anonymity cannot be guaranteed.

Put simply, Little Adventures Early Learning owes obligations to all parties involved in a complaint, and this may include providing the alleged perpetrator with details which are necessary to enable them to provide an informed response or explanation.

References

- *Fair Work Ombudsman: Effective Dispute Resolution (Best Practice Guide)* – August 2025

Policy Review

The Service encourages staff and parents to be actively involved in the review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities, where necessary, as part of the review to ensure the policy contents are consistent with current research and contemporary views on best practice.