

## COMPLAINTS & GRIEVANCES POLICY

At CCGT we aim to foster good relations amongst all employees and clients. We acknowledge that the enjoyment you experience whilst undertaking employment with CCGT is reflected in how well you work and how well you relate to your colleagues and customers.

We also acknowledge that problems can arise at work or training which may sometimes cause you to feel aggrieved.

The purpose of this policy is to allow you to have such problems referred to as grievances or complaints and assessed in a prompt and confidential manner.

This Complaints and Grievances Policy gives you advice about what to do if you have a grievance and what will happen if you make a formal complaint.

When a complaint is received, Senior Management must be informed immediately.

All documentation will be treated confidentially and secured in a cabinet.

### For Complaints relating to Workplace, Health or Safety Issues

WHS issues should be raised directly with a CCGT WHS Representative. CCGT WHS Representatives can be:-

- CCGT Senior Management (for CCGT internal staff);
- a Host Employer Representative and/or a CCGT Field Officer (for CCGT Apprentices and Trainees). If they are unable to resolve the issue in the first instance, then the matter must be raised with CCGT Senior Management.

CCGT will respond to WHS Complaints within an agreed timeframe, set according to the particular issue and its complexity. This will be determined at the discretion of the CCGT WHS Representative.

The CCGT WHS Representative will appoint two Senior Staff Members to investigate the complaint. In the event of a perceived conflict of interest, alternate Staff or Board Member will be appointed to investigate.

At the discretion of the CCGT WHS Representative, work tasks related to the particular issue(s) may be suspended until the investigation has been completed.

The complainant will be interviewed personally and may bring another person to the interview. All complaints will be received and dealt with in a sympathetic manner. The burden of proof should rest with the complainant.

A Step by step account using the complainant's own words will be taken in writing.

Written details of the meeting will be verified with the complainant who will be asked to sign their statement.

A written and signed copy of the interview will be provided to the complainant.



Confidentiality will be maintained in respect of allegations and the investigation.

Parties relevant to the complaint will be determined between the complainant and the CCGT WHS Representative investigating the complaint.

All parties relevant to the complaint will be interviewed separately and impartially. The allegation/s must be correctly stated and advice provided that an investigation has commenced.

Respondents, if any, must be given full opportunity to reply to the allegation/s.

Written notes are to be taken in the interview including where possible the actual words of the respondent.

A written copy of the interview is to be provided to the respondent who will be asked to sign it, verifying its correctness.

If witnesses are to be involved, interviews are to be conducted using the same procedures.

#### **Complaint Outcome:**

The investigating parties will jointly determine the outcome of the investigation and whether further action should be taken.

All parties to the complaint will be advised of the results of the investigation and what further action, if any, is to be taken.

If the complainant is unhappy with the determination of the investigation team he/she will be advised of their right to take the case to their Union or SafeWork NSW or other appropriate authority.

#### **For all other Complaints including Harassment & Discrimination**

Two Senior Staff Members will be appointed to investigate the complaint. In the event that the complaint is about a Senior Staff Member or there is a perceived conflict of interest, alternate staff or Board Member will be appointed to investigate.

The complainant will be interviewed personally and may bring another person to the interview. All complaints will be received and dealt with in a sympathetic manner. The burden of proof should rest with the complainant.

A Step by step account using the complainant's own words will be taken in writing.

Written details of the meeting will be verified with the complainant who will be asked to sign their statement.

A written and signed copy of the interview will be provided to the complainant.

Confidentiality will be maintained in respect of allegations and the investigation.





Parties relevant to the complaint will be determined between the complainant and the Company Staff Members investigating the complaint.

The person against who the allegation of harassment or discrimination has been made will be interviewed separately and impartially. The allegation/s must be correctly stated and advice provided that an investigation has commenced.

The respondent must be given full opportunity to reply to the allegation/s.

Written notes are to be taken in the interview including where possible the actual words of the respondent.

A written copy of the interview is to be provided to the respondent who will be asked to sign it, verifying its correctness.

If witnesses are to be involved, interviews are to be conducted using the same procedures.

**Complaint Outcome:**

The investigating parties will jointly determine the outcome of the investigation and whether further action should be taken.

Both parties to the complaint will be advised of the results of the investigation and what further action, if any, is to be taken.

If the complainant is unhappy with the determination of the investigation team he/she will be advised of their right to take the case to their Union or Anti-Discrimination Board or other appropriate authority.

Endorsed by the Board of Directors on 18<sup>th</sup> May 2019.

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**CCGT Chairman**

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**CCGT Senior Manager**

