

# **grievance policy**

## **australia and new zealand**

### **scope**

This policy applies to all corporate employees of Randstad Pty Ltd and Randstad Ltd ("Randstad" or "company") and any other associated or subsidiary companies.

### **purpose of policy**

We believe that the sooner any concerns or complaints are raised the better for everyone involved, to prevent the situation escalating. We encourage you to raise any concerns or grievances you have as quickly as possible with your Manager in an informal setting. However, if the matter concerns your line manager, you can raise it with HR 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.

This policy does not give contractual rights to individual employees. The company reserves the right to alter any of its terms at any time although we will endeavour to notify you of any changes.

### **formal grievance procedure**

The purpose of the grievance procedure is to ensure that you have an opportunity to raise formally with HR and management any grievances relating to your job or complaints regarding the company or any of its employees. Our aim is to ensure that your grievance or complaint is dealt with promptly and fairly by the appropriate level of management.

This procedure only applies whilst you are employed by Randstad. If you leave our employment and then raise a grievance, we will consider your grievance but will not always follow the full procedure.

Whilst the procedure is being carried out it is important that you continue to work as normal.

If your complaint or grievance relates to your immediate manager, then please approach HR in the first instance.

If you are part of a group of employees that wishes to raise a grievance, we suggest that you ask an appropriate representative to raise the grievance on behalf of the group with HR.

The process will be carried out without unreasonable delay and with the involvement of HR.

We keep records of any action taken under this grievance procedure. Wherever possible these will be treated as confidential.

### **support person**

In any formal meetings under the procedure you are entitled to be accompanied by a support person of your choice. A support person is there to assist and provide support throughout the meeting however their role is not to be an advocate and speak on behalf of you. For example; the support person may be there to take notes, provide emotional support or help you clarify your responses.

### **raising a grievance**

If you wish to raise a formal grievance you should, in the first instance, raise it in writing with your immediate manager and HR. Your letter should explain the nature of your grievance.

You will be invited to a meeting to consider the matter and to discuss any suggestions you have for how it may be resolved.

The meeting will normally be held within five working days of the formal grievance being raised. The manager and HR will then normally respond in writing to the grievance within five working days of the meeting.

### **serious cases**

For more serious cases, where the nature of the grievance is sensitive or you wish to remain anonymous you can access our Integrity phone line system. This system is managed by an independent third party and all information collected is secure and your identity will not be disclosed. This should be used for cases of serious misconduct and should not replace the normal grievance policy.