



# GRIEVANCE PROCEDURE

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## PURPOSE

This procedure outlines the process all ATG employees should follow if it is believed that a decision, behaviour, or action that affects your employment is unfair.

The Grievance Procedure is in place for situations where an ATG employee has:

- An issue or dispute with another ATG employee, and/or
- A specific issue or dispute

## HOW DO I RAISE A GRIEVANCE OR ISSUE?

Employees are encouraged to raise any grievances or issues they may have with those directly involved in the first instance. If the grievance is regarding a decision made by the company, we encourage you to discuss this with your direct Manager as soon as possible so that the issue may be resolved in a timely manner.

All Managers when responding to a grievance will take any such discussion seriously and genuinely attempt to resolve the issue to the satisfaction of the parties involved.

If your grievance is of a nature where it would be inappropriate for you to discuss it with your manager, you may approach the People & Culture Manager to discuss the issue.

## WHAT IF INITIAL DISCUSSIONS DON'T RESOLVE MY ISSUE?

If you have raised your grievance with your direct manager and a resolution has not been found, or you are not satisfied with the response you were provided, you can escalate the matter to the People & Culture Manager.

In doing this, you are required to complete the Grievance Form, ensuring you provide sufficient detail of your issue and the action that has been taken to date.

Once you have completed the Grievance Form this should be provided to your manager who will forward a copy to the People & Culture Manager.

If it is not appropriate for you to provide the form to your manager, you may provide a copy directly to the People & Culture Manager.

Upon receipt of the Grievance Form, the People & Culture Manager will schedule a meeting to discuss the matter with you within 48 hours. In all instances the company aims to deal with any issues raised through this procedure within 7 days, however circumstances or practical considerations may require shorter or longer timeframes for addressing the matter.

Following this initial meeting, an investigation will be undertaken to determine the facts and circumstances surrounding the grievance that has been raised. At all times we aim to ensure this process is fair, reasonable and transparent.

Once the investigation has occurred, the People & Culture Manager will decide upon and inform you of an appropriate course of action to resolve the matter. It may not be possible to address all issues immediately, and further information or discussion may be necessary.

Any information you provide on the Grievance Form, so far as reasonably practicable, will be treated confidentially and will only be provided to persons involved in resolving the matter.

At any stage throughout the grievance procedure you may ask another person to assist you. This may include assistance in completing the Grievance Form or as a support person attending meetings with you, where your grievance is discussed.

## WHAT IF I AM NOT SATISFIED WITH THE PROPOSED RESOLUTION?

If you are not satisfied with the course of action proposed by the People & Culture Manager, you may request that the matter be referred to the Managing Director for review. This will be documented on the Grievance Form.

The Managing Director will then review the information on the Grievance Form and inform you of their decision about the course of action to be taken to resolve the matter.

### WHAT IF I AM NOT SATISFIED WITH THE PROPOSED RESOLUTION? (CONTINUED)

If an alternate course of action is proposed, you will be informed of this.

If after this, you are still not satisfied with the response or proposed action you may choose to now refer the matter to a person/organisation outside of the company to resolve.

You can agree with the company to refer the matter to a Dispute Resolution Provider (DRP) or, if agreement can't be reached on which DRP to refer the matter to, you can refer the matter to the Fair Work Commission.

When the matter is referred to an external person/organisation, both you and the company must genuinely attempt to resolve the matter using that process.

### OBLIGATIONS OF MANAGERS

All managers have an obligation to ensure any grievance or issue that is raised is taken seriously and dealt with in accordance with this procedure. In all instances, a genuine attempt should be made between the parties to resolve the matter and open communication between the parties upheld.

Managers are required to keep a written record of the discussions and/or meetings held under this procedure, so that it is clear what attempts have been made to resolve the matter.

All information gathered or shared as part of this grievance procedure is to remain confidential and only shared with those parties involved in resolving the matter.

### OBLIGATIONS OF EMPLOYEES

Employees who have raised an issue under this procedure are expected to continue with their normal work while attempts are made to resolve the matter. If it is necessary to help resolve the issue, an employee may be required to do alternative duties or work differently. Their manager will make these arrangements with them.

Employees are expected to fully cooperate in all actions taken to try to resolve the issue. This includes providing information, and being available for and attending discussions aimed at resolving the issue.

All information gathered or shared as part of this grievance procedure is to remain confidential and only shared with those parties involved in resolving the matter

### OBLIGATIONS OF THE COMPANY

ATG will ensure that you, or anyone involved in this procedure, are not subjected to any victimising behaviour because you have used, or intend to use, this Grievance Procedure.

Victimising behaviour includes actions such as demotion, dismissal, excluding someone from work events, being treated less favourably in matters such as allocation of work and tasks or being the subject of gossip and innuendo.

### ACKNOWLEDGEMENT

I declare that I have read and understood the company Grievance Procedure. I acknowledge that I have had the opportunity to ask questions or clarify any points contained within the document.

I acknowledge that this procedure applies to me during my employment. I understand that it is a condition of my employment to comply with all company policies and/or procedures which may be subject to variation or change from time to time.



**Elliot McCarthy**  
National Director  
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