



GRIEVANCE, HARASSMENT AND BULLYING PROCEDURE

PROCEDURE

Employees who believe they are being harassed or bullied should not ignore the problem. In the first instance, if they feel safe to do so, it may be sufficient to make it clear to the other person that their behaviour is unwelcome, offensive or distressing. If the employee does not feel comfortable with this approach or if it is not effective, they should seek advice or use the CSCS “process for resolving harassment chart”

Options available to employees or visitors for resolving complaints of harassment include:

- (a) advising the appropriate team leader or Supervisor
- (b) taking the matter up with your Area Manager
- (c) contacting Charles Sturt Campus Services General Manager
- (d) seeking advice from the NSW Anti-Discrimination Board or Australian Human Rights Commission; or
- (e) in the event of assault or injury, contacting the Police.

Any difficulty in defining what constitutes harassment or bullying should not deter a person from seeking assistance to address behaviour that causes them distress, nor should they be deterred by embarrassment, intimidation or fear of publicity. The sensitivity of harassment complaints and the need for confidentiality will be respected.

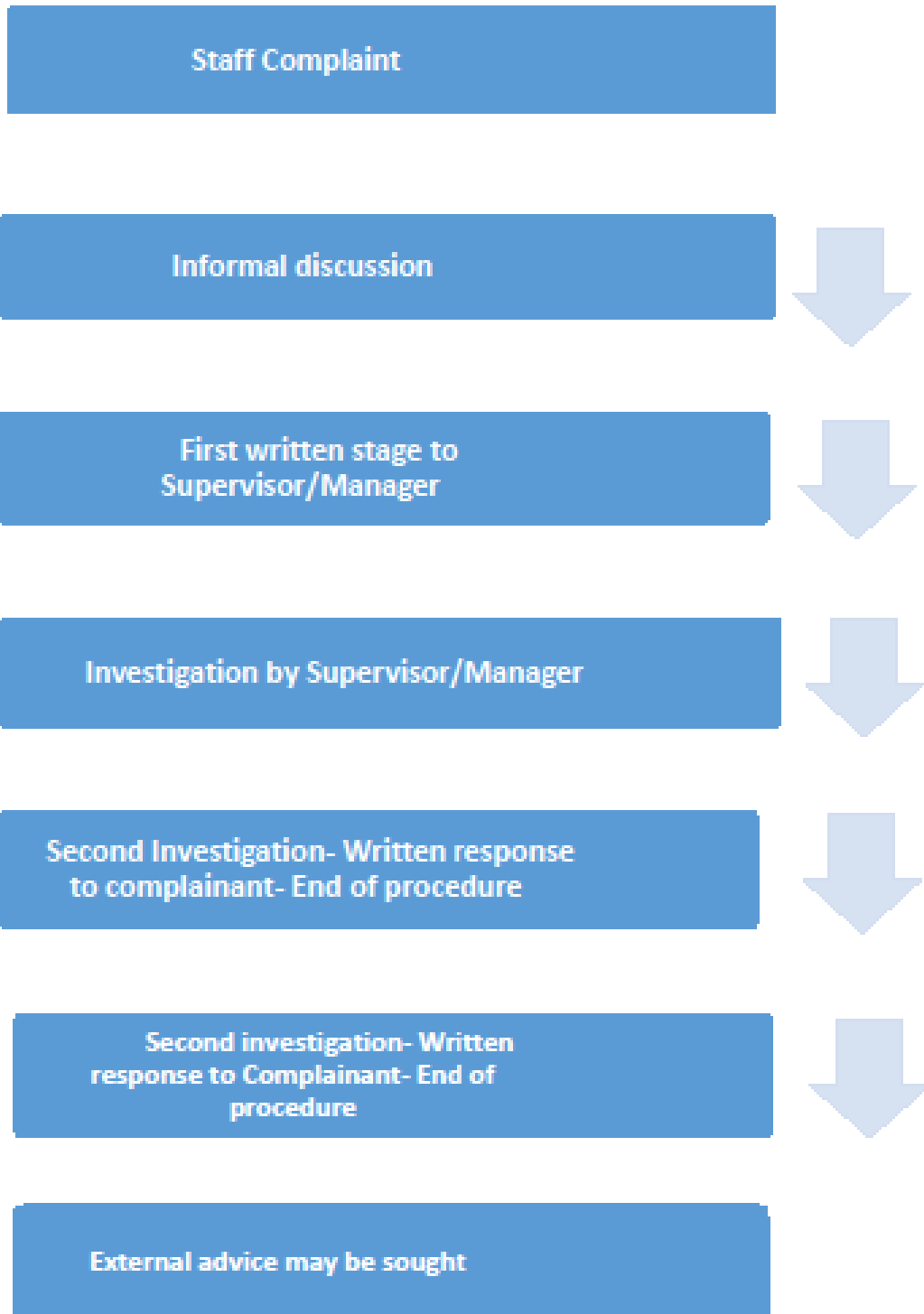
Harassment and bullying can result in trauma and stress for the person who is the target of such behaviour. Counselling services are available

Refer to Grievance, Harassment & Bullying Policy and Grievance, Harassment and Bullying Guidelines WHS090b



CSCS GRIEVANCE PROCEDURE FLOW CHART

If complainant is dissatisfied the next stage is followed;





GENERAL GRIEVANCE PROCESS

Informal Stage

Informal discussion can frequently solve problems without the need for a written record. Where you initially feel aggrieved, we recommend that you discuss this with the individual concerned and try to resolve your issue. However, should you wish your discussion to be recorded at this early stage please make this clear at the outset.

First Written Stage

An individual should raise their problem in writing to their immediate Supervisor. The letter should state the grievance clearly and concisely and make clear that the first written stage of the grievance stage is being utilised. At this stage the matter will be investigated by the Supervisor and the individual will be informed of the outcome in writing and within 10 working days of instigating the process.

Second Written Stage

Should an individual be dissatisfied with the reply to their grievance they should then raise the issue again in writing with the General Manager. They should state in this letter both the nature of the complaint and the reasons why they are dissatisfied with the action taken thus far. A further investigation will take place and the complainant will receive a written response within 15 working days of the submission date of the second written grievance. This is the end of the grievance procedure.

General Information

At no stage of the procedure will any manager who has been implicated in the grievance be used to investigate the matter.


Meetings will often be called as part of the investigation process and an individual is entitled to be accompanied at these meetings by a colleague or union representative.

If an individual is still dissatisfied at the end of the procedure, they are free to seek advice from external bodies.



SIGN OFF

Company Representative:

Signed:  **Date:** 15-02-21

Name: Martin Dooner **Position:** General Manager

Signed: _____ **Date:** _____

Name: _____ **Position:** _____