
OPERATIONAL POLICIES

Grievance Resolution



Policy Number: O16

Relevant Delegation: Not Applicable

Approved Details: 26 November 2025 (ELT)

Last Review Details:

POLICY OBJECTIVE:

This policy ensures a fair, transparent, and accessible process for resolving worker grievances at the Shire of York. It promotes a respectful, collaborative workplace by addressing concerns promptly, confidentially, and in line with procedural fairness. It encourages early, informal resolution while providing formal processes for more serious or unresolved issues.

POLICY SCOPE:

This policy applies to all Shire workers—including employees, contractors, volunteers, and trainees—and covers grievances related to the workplace or employment relationship, such as interpersonal conflict, bullying, harassment, discrimination, or policy disputes. It excludes matters relating to Enterprise Agreements, complaints about the Chief Executive Officer, issues relating to Performance Improvement or Code of Conduct policies and matters outside the Shire's responsibility.

POLICY STATEMENT:

INTRODUCTION

The Shire of York is committed to a respectful, safe, and inclusive workplace. This policy ensures workers can raise concerns without fear of victimisation and outlines fair, timely, and confidential grievance resolution processes. Informal resolution is encouraged where appropriate, with a formal process available when needed. All processes are handled with fairness, impartiality, and confidentiality.

INFORMAL GRIEVANCE

An informal grievance process involves addressing the issue directly and constructively with the individual(s) involved, where the complainant feels safe and comfortable to do so. This approach encourages early resolution of concerns before they escalate and is often appropriate for less serious matters or misunderstandings. Informal resolution may include a direct conversation, facilitated discussion, or seeking guidance from a supervisor or HR representative.

FORMAL GRIEVANCE

A formal grievance process is used when informal resolution is not possible, not appropriate, or has been unsuccessful. This involves the submission of a formal complaint, which will be investigated by the Shire or an appointed third party. The process will involve gathering relevant information, providing an opportunity for all parties to be heard, and determining an outcome based on evidence. All formal grievances will be documented and handled confidentially.

PRINCIPLES

In handling grievances, the Shire of York is committed to the principles of natural justice. This means ensuring decisions are made fairly and consistently, all individuals are treated equally and with respect,

and those involved are provided with the opportunity to respond to concerns raised. The process also supports open communication, access to all relevant information, and the right for individuals to be accompanied by a support person throughout the process.

PROVISIONS

Grievances may occasionally arise in the workplace due to a range of issues, including breaches of policy, interpersonal conflicts with colleagues, concerns about employment conditions such as hours or remuneration, or perceptions of unfair treatment. These matters can impact individual well-being and the broader work environment, making it important that they are addressed promptly and appropriately.

GRIEVANCE INVESTIGATION

The Shire of York conducts fair, confidential, and impartial investigations into complex or unresolved grievances. Suitably qualified internal or external investigators will ensure all parties are treated respectfully and given the chance to respond. Confidentiality is maintained, outcomes are communicated appropriately, and records are securely managed in line with policy and legal obligations.

MANAGEMENT RESPONSIBILITIES

Managers and supervisors within the Shire of York are responsible for fostering a workplace environment where grievances can be raised and addressed promptly, fairly, and confidentially. They must ensure that all grievances are taken seriously and handled in accordance with this policy, promoting open communication, impartiality, and procedural fairness. Managers are expected to model respectful behaviour, support all parties involved in the grievance process, and escalate matters as appropriate to ensure effective resolution.

SUPPORT PEOPLE

Workers may have a support person during the grievance process for emotional and practical support. The support person must not advocate, disrupt proceedings, or breach confidentiality, helping ensure participants feel supported and can fully engage.

DISCLOSURE OF INFORMATION

The Shire of York maintains confidentiality in grievance matters, sharing information only with those directly involved unless required by law or where there are safety concerns. All parties must respect confidentiality—unauthorised disclosure may lead to disciplinary action. Transparency will be upheld where appropriate, ensuring fair and respectful communication of outcomes.

REPORTING OBLIGATIONS

Pursuant to the *Corruption, Crime and Misconduct Act 2003* (WA) (CCM Act) it is the responsibility of the CEO acting in their official capacity to notify where they suspect on reasonable grounds, a matter that concerns or may concern either minor or serious misconduct. Minor misconduct is reported to the Public Sector Commission and serious misconduct is reported to the Corruption and Crime Commission. Please note that what constitutes 'minor' or 'serious misconduct' for the purpose of the CCM Act differs from the industrial definition of 'misconduct' and 'serious misconduct'.

Pursuant to the *Parliamentary Commissioner Act 1971* (WA) the Shire of York will also comply with its obligation to report any allegations of, or convictions for, child abuse by an employee, and sexual misconduct or physical assault against, with, or in the presence of, a child, to the Ombudsman WA

Employees must also be aware of and adhere to any obligations pursuant to the *Public Interest Disclosure Act 2003* (WA).

PENALTIES:

In line with breaches of O8 Employee Code of Conduct.

KEY TERMS/DEFINITIONS:

- **Complainant:** A worker who raises a grievance or formal complaint.
 - **Grievance:** A formal work-related complaint made by a worker regarding workplace issues such as discrimination, harassment, bullying, or misconduct.
 - **Respondent:** A worker who is the subject of a grievance or complaint.
 - **Support Person:** A person chosen by the complainant or respondent to provide emotional and practical support during the grievance process, without advocating on their behalf.
 - **Victimisation:** Adverse treatment or retaliation directed at an individual for raising a grievance or participating in a grievance process.
 - **Witness:** A person who provides relevant information or evidence regarding a grievance or complaint.
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Responsible Officer: Chief Executive Officer

Contact Officer: Manager Governance & People (MGP)

Relevant Legislation: Work Health and Safety Act 2020

Related Documents: O8 Employee Code of Conduct

Review History:

Date Review Adopted: 26 November 2025	Adopted by ELT
Reference Number:	INT26/1FCAA014
Former Policy No:	New
