

Procedure for staff complaints

- The employee should discuss any work related complaints, problems, grievances, or disputes with their immediate manager in the first instance. If the grievance involves their manager, the issue may be raised with Sunkids Management.
- If the dispute remains unsettled, it should be referred to the next level of management. Management will exercise the best options available to resolve the situation.
- If the problem has not been resolved at this point in time, management will work with the employee to facilitate resolution. Management may seek further guidance from legal representation if required.
- If the matter remains unresolved, the parties involved shall undergo mediation conducted by a qualified mediator, unless either party can provide a valid reason as to why mediation should not occur.
- In the event a resolution cannot be met, either party may notify Fair Work Australia in accordance with the provisions of the relevant legislation.
- While the above procedure is being followed, every endeavour will be applied to ensure that work continue as normal. This provision shall apply except when a bona fide safety issue is involved.
- This procedure works in conjunction with Sunkids Grievance and Complaint Policy, and associated documents.
- Through this process mutual respect and communication will be maintained by all parties.