

Barringtons Grievance Policy

Barrington Group Australia Pty Limited (Barringtons) – we are committed to fostering respectful and professional relationships among employees, subcontractors, and management. We recognise that job satisfaction significantly influences productivity and collaboration. However, we also understand that issues can arise that may cause dissatisfaction or conflict.

This policy outlines how grievances—issues raised by employees or subcontractors—can be addressed promptly, confidentially, and effectively. Adhering to this process can help resolve concerns internally, reducing the need for external intervention.

SCOPE

This policy applies to all employees and subcontractors working under Barrington Personnel Services.

WHAT IS A GRIEVANCE?

A grievance refers to any action, inaction, decision, or behaviour by management, employees, or subcontractors that you perceive to be unfair, unjust, or inappropriate. Examples include:

- Discrimination or harassment.
- Unfair treatment, decisions, or behavior.
- Violations of workplace policies or ethical standards.

This policy provides guidance on raising a grievance and outlines the steps we take to address it.

HOW WILL YOUR GRIEVANCE BE HANDLED?

If you come forward with a grievance it will be treated with the utmost confidentiality. It is important that you also maintain confidentiality in order to avoid idle gossip and the possibility of defamation proceedings.

If you decide to go ahead and make a formal complaint (see below) it will be taken seriously and investigated in an impartial manner. This may mean that you, the person complained about, and any witnesses will be interviewed. Again, confidentiality will be assured. No decision will be made until the investigation is complete.

If you do come forward with a complaint, you will not be treated unfairly or victimised as a result. If a complaint is made against you, be assured that you will not be prejudged. You will have an opportunity to tell your side of the story. You may bring someone with you at the time to give you some support.

Each complaint will be dealt with in as short a time as is possible in the circumstances.

HOW WILL YOUR GRIEVANCE BE HANDLED?

- Speak to the person causing the problem. While this may not be appropriate in many cases, it may be the easiest way of resolving the issue if you do feel comfortable with speaking to the person. You can tell them that their behaviour, decision, actions, etc was unfair, offensive, discriminatory etc, and why you believe this to be so. The person may have been totally unaware of the effect of their behaviour or decision on you. By telling them you will give them a chance to redress the situation.

- Speak to your manager or a grievance contact officer. If you do not want to speak to the person directly, you can tell your manager, or a grievance contact officer about your grievance. They will tell you what your options are. With your agreement, they may approach the person complained about and talk to them informally about your grievance. Alternatively, you may decide to make a formal complaint.
- Make a formal complaint. If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to your manager or the Human Resources Manager. You may have a fellow employee attend the meeting with you when you report the complaint. The written complaint should contain a description of the (s), decision, behaviour in question, the time and date of the incident(s) etc, the names of any witnesses, your signature, and date of the complaint.

THE INVESTIGATION

Once a formal complaint is made, the matter will be investigated by the Director of People & Culture. If the Director of People & Culture feels that there is a reason why they should not conduct the investigation (eg, they may be a friend of the person complained about), then another senior manager will conduct the investigation.

The Director of People & Culture or senior manager will then interview you, any witnesses, the person against whom the complaint is made, and that person's supervisor. You and the person against whom the complaint is made may have a support person with you when the interview is being conducted.

- If the complaint is substantiated, the appropriate action will be taken (see below).
- If the complaint is unsubstantiated, you will be given an explanation as to why that finding was made.
- If the complaint is found to have been completely fabricated, appropriate disciplinary action may be taken against you.

WHAT ARE THE OUTCOMES?

If the investigation reveals that your complaint is a valid one, a number of actions may be taken, depending on the nature of the complaint. The person against whom the complaint is made may be required to give you a written apology; he/she may be given a written warning, counselling, transfer, demotion, or be dismissed.

If the investigation is inconclusive, ie the complaint cannot be proved due to lack of evidence, the company may nevertheless take a number of actions. These may include training of all staff, and monitoring behaviour of all staff.

If the complaint is found to have been completely fabricated, appropriate action may be taken against you, including counselling, a written apology to the person complained about, an official warning, transfer, demotion, or dismissal, depending on the seriousness of the allegations.

OUTSIDE AGENCIES

If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board