



Grievance Policy

This is a high-level summary for all staff. Full details are set out in the Grievance Policy.

Purpose

LSH Group Australia is committed to a safe, respectful, and fair workplace. You are encouraged to raise concerns without fear of unfair treatment. All grievances will be handled promptly, confidentially, and in line with Australian law, including the *Fair Work Act 2009* and anti-discrimination legislation.

What is a Grievance?

A grievance is any workplace concern that may affect your:

- Work environment
- Relationships at work
- Health, safety, or wellbeing

This may include concerns about behaviour, treatment, or workplace decisions.

Key Principles

- You have the right to a safe and respectful workplace
- Concerns should be raised early to support resolution
- Matters will be handled fairly, confidentially, and without bias
- All parties will be given the opportunity to respond (natural justice)
- Victimisation or retaliation is not tolerated

How to Raise a Concern

1. Informal Resolution (Preferred First Step)

Where appropriate and safe:

- Speak directly with the person involved; or
- Ask your Manager or HR to assist with a discussion

Many issues can be resolved quickly at this stage.

2. Formal Complaint

If the issue is serious or unresolved:

- Submit your complaint in writing to your Manager or HR
- Your complaint will be acknowledged and reviewed

What happens next:

- The other party will be informed and given a chance to respond
- An investigation may be conducted
- Relevant witnesses may be consulted

Possible Outcomes

Depending on the situation, outcomes may include:

- Clarification or explanation
- Apology or mediated resolution
- Training or workplace adjustments
- Counselling support (e.g. Employee Assistance Program)
- Disciplinary action (where appropriate)

Your Responsibilities

Employees:

- Raise concerns respectfully and promptly
- Provide honest and accurate information
- Maintain confidentiality

Managers:

- Support fair and timely resolution
- Escalate matters where required

HR:

- Provide guidance and ensure compliance with laws and policy
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Confidentiality

All grievances are handled confidentially. Information is shared only on a need-to-know basis and managed in line with the *Privacy Act 1988*.

Important Notes

- This policy does not apply to termination or formal disciplinary processes (covered under separate procedures).
 - This policy is a lawful and reasonable workplace direction and must be followed.
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Acknowledgement

I acknowledge that:

- I have read and understood the Grievance Policy – One Page Summary;
- I understand this summary does not replace the full **Grievance Policy**;
- I agree to comply with the full policy and all related Group policies;
- I understand that any deviation to this policy may result in disciplinary action.

I further acknowledge that this summary should be read in conjunction with the full **Grievance Policy** which is available on the intranet.