

Grievance and Dispute Policy



GSS Group
ABN: 12 668 595 382
F01/122 Studio Ln, Docklands VIC 3008

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1. Policy

The purpose of this policy and detailed procedure is to establish a system for all members of staff to discuss and resolve all matters of grievance and dispute. GSS Group is committed to ensuring that all members of staff have an avenue to deal with a grievance or situation that they wish to have resolved.

To solve any issues, it is the responsibility of the Employee to raise any concerns with their Supervisor / Manager. It is the responsibility of the Supervisor / Manager to take appropriate action following the receipt of these concerns.

During implementation of the dispute resolution procedure, work within GSS Group will proceed without stoppage or the imposition of any bans, work limitations or restrictions expect where reasonable concern about an imminent risk to the employee's health and safety.

This Policy outlines GSS Group general grievance and dispute resolution, however the provisions of relevant Awards, Contracts etc. are not compromised by this Policy.

2. Objective

GSS Group aims to:

- a. Provide a pleasant work environment for Employees.
- b. Provide avenues whereby grievances and /or disputes can be raised to eliminate lost time in the case of a dispute.
- c. Make these procedures accessible to all staff, and
- d. Provide a —fair go all roundll for all persons involved with grievances and / or disputes.
- e. Before entering into the formal process, unless the grievance relates to unlawful discrimination, sexual harassment, bullying or occupational violence, the aggrieved staff member should attempt to resolve the grievance with his or her supervisor / manager. Most grievances should be able to be resolved at local level.

3. Definitions

Grievance - 1. a real or imaginary wrong causing resentment and regarded as grounds for complaint.

2.a feeling of resentment or injustice at having been unfairly treated.

Dispute - a disagreement or difference between people or groups of people on a matter pertaining to the relationship between the Employer and Employee/s. A dispute may arise when one party makes a claim, and the other party rejects it.

4. Process – Resolving Grievances

1. Grievances Process

What to do if you have a grievance:

Step 1: Approach the person involved. In many situations, the most appropriate thing to do first is to tell the person who is the cause of the grievance how you feel.

Sometimes people behave inappropriately without realising or decide without considering their repercussions. Telling the person will give them a chance to stop or change what they are doing.

Step 2: If you don't feel you can approach the person directly, then go and explain the problem to your Supervisor / Manager.

Your supervisor / manager will advise you about what your options are and what will happen if you decide to make a formal complaint. Nothing will be done in relation to the complaint without you agreeing.

What happens next:

- a. Once you have expressed the grievance to a Supervisor / Manager they will then consider whether there are any reasons not to proceed with the complaint. The person may be a friend of the person you have a grievance with or may not have enough power to deal with the complaint.
- b. If your supervisor / manager decides that they will not deal with your complaint, they will, with your consent, refer it to Senior Management.
- c. Senior Management will then interview you. During this interview Senior Management will explain a number of things to you, such as what will happen if the complaint is found to be supported by the evidence or if it is found to not be supported by the evidence.
- d. Senior Management will take a written record of the complaint.
- e. Senior Management will talk to the person about whom the complaint is made to hear their side of the story. Senior Management will also interview any witnesses and possibly the Supervisor for the person complained about. These interviews will be conducted separately and impartially.
- f. The importance of confidentiality will be stressed to all parties and they will be warned of the consequences if there is a breach of confidentiality. A written record will be made of evidence taken if a formal path is taken.
- g. Senior Management will inform you what the other people said and discuss what should be done to sort out the problem. You should tell Senior Management what action you would like taken, e.g. a written apology from the person, a written warning, etc.
- h. If the complaint remains unresolved it will be reviewed by the Managing Director, who will make a final decision as to the outcome of the complaint.

5. Process – Dispute Resolution

Subject to the dispute resolution provision in the Cleaning Services Award 2010 the following procedures apply.

Step 1: Employee(s) and / or any employee representative meet(s) with the employee's direct supervisor to discuss problem.

Step 2: The supervisor listens carefully to the employee(s) (and / or their representative) and together they try to resolve the dispute. If the supervisor and employee are unable to resolve the dispute or it is not appropriate that the supervisor deal with it, the matter shall be referred to senior management.

Step 3: Senior management will meet with the employee(s) (and / or their representative) and will adopt the role of facilitator to assist the parties to resolve their dispute amicably. If the dispute still cannot be resolved then,

Step 4: The Managing Director and the employee(s) (and / or their representative) shall continue to resolve the dispute. If the matter is not satisfactory to both parties, then

Step 5: Refer the matter to an independent conciliator or mediator. The matter may be referred to Fair Work Australia to assist in resolving the dispute.

6. Responsibilities

GSS Group and its employees must follow this Policy, or the provision of the relevant award, as applicable, GSS Group may institute disciplinary action. The basis for disciplinary action may include (but not be limited to):

- a. Failure, refusal and /or neglect to follow reasonable lawful instructions
- b. Raising malicious or frivolous complaints, and /or
- c. Repeatedly raising complaints which are found to have no justification

Endorsed by:

Imran Mukhtar

Managing Director February 2026

