

MASTER BUILDERS ASSOCIATION SOUTH AUSTRALIA INCORPORATED

GRIEVANCE AND COMPLAINTS POLICY

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CEO

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ACCESS AND EQUITY STATEMENT

In accordance with the State and Federal equal opportunity legislation, Master Builders SA is committed to providing equitable and accessible services to all people that are inclusive of culture, gender, and disability. Master Builders SA values diversity and respects social and cultural difference.

For further information please review the Master Builders SA Access and Equity Policy.

GROUP TRAINING POLICY AND PROCEDURES

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Where a staff member of Master Builders Association SA Inc. (Master Builders SA) Group Training department has a grievance or complaint in relation to a work-related matter, the following options are available to them;

1 FIRST INSTANCE

- 1.1 Raise the grievance/complaint directly with the person causing the problem and inform them that their behavior, decision or action was unfair, offensive or discriminatory, and why they believe this is to be so.
- 1.2 If the matter is resolved, no further action is required.
- 1.3 If the matter is not resolved, the staff member with the grievance/complain should report the matter to the Master Builders SA Manager, Training and Apprentices for informal resolution (or, if the Master Builders SA Manager, Training and Apprentices is the person causing the problem, the Director, Membership and Business Development.)

2 INFORMAL RESOLUTION

- 2.1 Upon receiving a grievance/complain the Master Builders SA Manager, Training and Apprentices (or Director, Membership and Business Development) shall discuss the matter with the staff member and try to address the issue.
- 2.2 If the matter is resolved no further action is required.
- 2.3 If the matter is unresolved the staff member shall be referred to formal resolution.

3 FORMAL RESOLUTION

- 3.1 If the staff member decides to take up formal resolution, they must provide a written notice of their grievance/complain to the Master Builders SA Manager, Training and Apprentices (or the Director, Membership and Business Development).
- 3.2 Following the receipt of a written notice, Master Builders SA shall investigate the grievance/complaint.
- 3.3 After completion of the investigation, Mater Builders SA shall make one of the following findings in relation to the complaint:
 - If the grievance/complaint is unsubstantiated, the staff member shall be informed of this decision and the grounds upon which it was made.
 - If the grievance/complaint is substantiated, the staff member will be advised of any remedial or corrective action that is to be taken.

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- 3.4 If the staff member is not satisfied with the way in which the grievance/complaint was handled, or is unhappy with the outcome they may refer the matter to the Director, Membership and Business Development or CEO.

If the grievance/complaint is in reference to an industrial matter and remains unresolved, the staff member may seek to have the matter heard by the Industrial Relations Commissioner or other relevant statutory authority.

The staff member may also seek assistance with an agent, the office of the employee ombudsman or a registered association through this process.

During this time it will be expected that work shall continue as normal whilst the grievance/complaint is being dealt, unless other arrangements are agreed upon.