

AU Grievance Policy

Version No.	Approved By	Approval Date	Effective Date
1.0	President & BOT	March 2022	Fall 2022/2023
SCOPE	The Grievance Policy applies to all full-time AU employees and processes administered by relevant staff.		
TERMS, DEFINITIONS AND ABBREVIATIONS	AU: Australian University or the University. Grievance: A written complaint filed by an employee against another employee or his/her manager alleging violation of university policy.		
1. POLICY PROVISIONS			

1.1. The objective of the Grievance Policy is to achieve a resolution in the context of the following principles:

1.1.1. With an emphasis on an informal means of resolution in the first instance, any employee who believes he/she has received unfair treatment is encouraged to approach the relevant manager.

1.1.2. Only when informed discussion has been exhausted should a formal grievance be raised as per the grievance procedure. There is a stayed approach described in the grievance procedure.

1.1.3. Resolution of the grievance shall be as close as possible to the source, unless it is serious, unlawful or not practical.

1.1.4. It is expected that all parties involved will approach proceedings with a desire to resolve the grievance cooperatively and in good faith.

1.1.5. Individuals shall not victimise or harass other parties involved in the matter.

1.1.6. Confidentiality shall be strictly observed by all participants and at all stages of the grievance procedure.

1.1.7. Complainants and respondents will be informed of the outcomes.

1.2. AU recognises that all those who work at the University have the legal right to:

1.2.1. Raise any concern or complaint related to unfair treatment, discrimination, harassment, and other such issues.

1.2.2. Have their concern, problem, complaint, or grievance dealt with confidentially, fairly, and effectively.

1.3. Grievance Investigators

1.3.1. Inform all parties of the procedures being followed and provide them with copies of relevant policies and guidelines.

1.3.2. Informing the respondent of any allegations made against them and allowing them time for a response.

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1.3.3. Providing the respondent with the opportunity to state their case, providing an explanation or putting forward a defence

1.3.4. Conducting a factual investigation of the allegation, interviewing all parties and considering all relevant information and

1.3.5. Acting fairly, impartially and without bias by considering all relevant information and any mitigating factors.

1.4. Grievance Handling

1.4.1. Informal Resolution: Grievances should be handled informally wherever possible.

1.5. Keeping Records

1.5.1. Records and documents created in the course of investigating the grievance should be stored.