



OZSTAFF SAFE@WORK

# GRIEVANCE PROCEDURE POLICY

## **1.0 Purpose**

The purpose of this Grievance Procedure is to provide employees of Ozstaff Holdings (the "Company") with a structured process for addressing and resolving workplace grievances in a fair, confidential, and timely manner. This procedure aims to promote a positive and harmonious work environment.

## **2.0 Scope**

This procedure applies to all employees of the Company, including full-time, part-time, temporary, and contract employees.

## **3.0 Definitions**

**Grievance:** A grievance is defined as any complaint, concern, or issue raised by an employee regarding their employment, working conditions, or workplace relationships.

## **4.0 Procedure**

### **Step 1: Informal Resolution**

#### **4.1.1 Discussion with Supervisor/Manager:**

The employee should first attempt to resolve the grievance informally by discussing it with their immediate supervisor or manager. The employee and supervisor should aim to reach a mutually satisfactory resolution.

#### **4.1.2 Mediation (Optional):**

If the issue remains unresolved after discussing it with the supervisor, either party may request mediation by a neutral third party, if deemed necessary. Mediation is intended to facilitate communication and resolution between the parties involved.

### **Step 2: Formal Grievance Process**

#### **4.2.1 Submission of Written Grievance:**

If the grievance is not resolved through informal discussions or if the employee prefers to pursue a formal process from the outset, the employee should submit a written grievance to the Human Resources (HR) Department.

#### **4.2.2 Investigation:**

The HR Department will promptly investigate the grievance, which may include interviewing relevant parties, reviewing documentation, and collecting evidence as needed.

#### **4.2.3 Response and Resolution:**

Once the investigation is complete, the HR Department will provide a written response to the employee outlining the findings and any proposed actions or resolutions.

#### **4.2.4 Appeal:**

If the employee remains dissatisfied with the outcome, they may appeal to a higher-level manager or executive within the Company. The appeal should be made in writing within a reasonable timeframe.

### **5.0 Confidentiality**

All parties involved in the grievance procedure are expected to maintain strict confidentiality to protect the privacy and rights of all individuals concerned.

### **6.0 Non-Retaliation**

The Company prohibits any form of retaliation against employees who raise grievances in good faith. Retaliation will be subject to disciplinary action.

### **7.0 Review and Reporting**

The HR Department shall periodically review the effectiveness of this Grievance Procedure and report on the number and types of grievances received, actions taken, and resolutions achieved, while maintaining the confidentiality of individuals involved.

### **8.0 Contact Information**

For assistance with initiating the grievance procedure or for any questions related to this procedure, employees may contact the HR Department at [ohs@ozstaff.com](mailto:ohs@ozstaff.com)