



GRIEVANCE & COMPLAINTS POLICY

POLICY STATEMENT

A grievance is any type of problem, concern or complaint related to work or the work environment. A grievance may be about any act, omission, situation or decision that you think is unfair, discriminatory or unjust.

Our grievance procedure is:

- Confidential: Only the people directly involved in making or investigating a complaint will have access to information about the complaint.
- Impartial: Both sides will have a chance to tell their side of the story. No assumptions will be made and no action will be taken until all relevant information has been collected and considered.
- Free of Repercussions: No action will be taken against anyone for making a complaint or helping someone to make a complaint. Management will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint.

What to do if you have a grievance:

- If you can, try to sort it out directly with the person involved
- If this doesn't work, or you don't feel that you can sort it out directly yourself, go to your supervisor. Your supervisor is in charge of your immediate workplace environment and can help you sort out problems on a local level and should be your first point of contact.
- If you're not satisfied with your supervisor's response, you can address the issue with your Outlet Manager or Assistant Site Manager.
- If you're still unsatisfied, you should lodge a formal, written complaint to your Site Manager or ARE Human Resources Manager.
- If at any time during this process you are uncomfortable with approaching these parties regarding your grievance you should contact the ARE Human Resources Manager for guidance and assistance.

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**Creating exceptional experiences
for all our customers.**