

Employee Grievance Policy

The purpose of this policy is to assist all employees of JBM Power to raise and resolve work-related grievances in a fair and reasonable manner. Although many grievances can be resolved in an informal way, there will be instances where a more formal process should be followed.

JBM Power is committed to providing a safe, harmonious, and productive work environment where grievances are dealt with sensitively and promptly. An essential part of developing this environment is to ensure that employees are encouraged to raise a grievance knowing that their supervisor will take appropriate action. Grievances that are not addressed have the potential to develop into major problems that can cause tension, low morale, and reduction in performance and productivity.

All managers and supervisors have a responsibility to identify, prevent, and address problems in the workplace. This includes the communication and implementation of this policy and the associated procedures. Grievance resolution is an integral part of a manager's duties.

Grievances are to be handled promptly and treated seriously and sensitively, having due regard to procedural fairness, maintaining confidentiality, and privacy. Concerns are to be raised as soon as practicable after the incident occurred.

Wherever possible, grievances are to be addressed by a process of discussion, cooperation, and conciliation. The complainant (the person raising the grievance) and the respondent (the person against whom the grievance is made) are to participate in the grievance resolution process in good faith. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships. Grievances are not to be frivolous or malicious or designed to avoid performance management processes. This may constitute misconduct. No person shall be victimised because they raise a grievance in good faith or are associated with a grievance.

Managers and supervisors should maintain appropriate records of all grievances.



Mile Belevski
General Manager
16th February 2024