Grievance Policy

This policy operates in conjunction with the **Workplace Behaviour Policy**. A *grievance* is essentially a 'wrong', problem, issue or complaint that one may have which relates to an act, behaviour, omission, situation or decision that one thinks is unreasonable, unfair discriminatory or unjust. Some examples include if a worker believes they have been the subject of discrimination, harassment or a breach of Work Health and Safety laws is alleged.

Workforce International (WFI) takes all allegations of breaches to its **Workplace Behaviour Policy** seriously. All complaints lodged or raised as a result of a breach to that policy will be dealt with as quickly as possible. WFI notes that whilst this policy is the optimal process of grievance resolution, it may be necessary to deviate from this policy in certain circumstances where WFI deem it appropriate to do so. One such scenario may be where the incident is so serious as to warrant independent third party investigation.

Responsibility
All workers including employees, contractors and agents as well as all persons acting in a management or supervisory position are to follow this policy in a fair and conciliatory manner.

Confidentiality
All grievances lodged as a result of this policy will be dealt with in a confidential manner. Only the people directly involved in the complaint (complainant and the respondent), witnesses and those investigating or resolving the complaint will be privy to the information arising from the grievance. In some circumstances, Senior Management may be involved if it is necessary to ensure appropriate action is taken to address the behaviour and or further response is required from an organisational perspective.

It is the responsibility of all involved in this process to ensure this confidentiality is maintained. To that end, if you lodge a complaint or are notified of being the subject of a complaint, you should not discuss the matter with fellow colleagues in the workplace. However, you can discuss the matter with your supervisor if it is appropriate to do so or alternatively with a representative of Human Resources.

Nothing in this policy precludes you from discussing the matter with a representative or support person if you are involved in a grievance and choose to seek such assistance,

Impartiality
These guidelines are in operation and adhered to, to ensure impartiality. All parties involved in the grievance process will be given the opportunity to have their say. All conversations in relation to the grievance, including those with witnesses and supervisors (where appropriate) will be documented.

All parties will be advised of the process to be undertaken and given updates in relation to the status of any investigation where a delay occurs.

Repercussions
WFI will not tolerate any worker being treated unfairly as a result of raising a grievance, nor will we tolerate the unfair treatment of the worker who is the subject of the complaint or any involved party (such as a support person). Where appropriate, any such behaviour may result in disciplinary action including termination of employment.

Please see the **Grievance Procedure** and **Workplace Behaviour Procedure** for more information.



Chief Executive Officer – March 2026