



Policy: Staff grievance resolution

Purpose

To outline the principles which underpin the resolution of grievances raised by ANU staff, in accordance with relevant legislation and the [ANU Enterprise Agreement](#).

Overview

This policy sets out the principles designed to support the effective resolution of grievances raised by University staff or students.

Scope

The policy applies to all staff across the University.

Policy statement

Principles

1. The University is committed to addressing and resolving staff grievances effectively, including those of discrimination, harassment, bullying or other serious complaints, through a common process of explicit discussion and review. The University will provide staff and supervisors with information and training to assist with the effective management and resolution of staff grievances.
2. It is expected that a staff members will attempt to resolve concerns directly with the persons concerned, and at a local level wherever possible.
3. The University may decline a grievance if it is satisfied that the grievance is
 - vexatious, frivolous, misconceived, malicious, or lacking in substance; or
 - where it is considered that the grievance has been lodged to avoid performance management, misconduct or other serious workplace matters; or
 - The matter should be pursued under another University procedure.

4. Issues of healthy, even robust academic debate and other workplace dynamics will not necessarily give rise to grievances. It is acknowledged that some decisions or actions may result in a disagreement which damages working relationships or the work environment, and give rise to a staff grievance.
5. It is expected that all staff grievances will be managed in accordance with the ANU staff grievance resolution procedure, which will guide parties through a structured approach to resolution.
6. Where a staff member is also an enrolled ANU student, a grievance may be dealt with under either the staff grievance resolution procedure or student complaint resolution procedure, the University will determine which procedure to apply. It is not intended that both policies be used in regard to the one grievance. In addition, the staff grievance resolution procedure is not to be used where a complaint has an existing separate appeal mechanism.
7. All parties to a grievance will engage in the grievance resolution process in good faith and focus on achieving resolution, to ensure that the University establishes and maintains a respectful workplace that contributes to it maintaining its position as Australia's leading University.
8. Where a staff member uses a grievance process defined within the staff grievance resolution procedure, it is expected that the grievance process would normally be fully exhausted before any dispute is raised under the Dispute Avoidance and Settlement provisions of the Enterprise Agreement.
9. The University acknowledges that a staff member may seek advice or review from external agencies in relation to issues, especially where there may be allegations of sexual harassment or bullying.

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