



## Grievance Policy

Dump It management are committed to ensuring all staff and visitors receive fair and consistent treatment as part of good management of Dump It. Prompt and effective resolution of grievances is vital to this commitment.

Dump It staff and visitors are assured that Dump It will provide fair resolution processes; decisions will be made with impartiality and due care, privacy, dignity and confidentiality in all aspects of a person's grievance claim.

Grievances will always be treated with due seriousness and resolved as soon as practical. As far as possible, it is the intention of Dump It that grievances can be resolved by discussion between the parties. Therefore, the parties should follow the procedures defined within this policy to achieve outcomes that are mutually acceptable.

All employees must take responsibility to ensure that the grievance process is followed. It is the responsibility of Supervisors and Management that any grievances are dealt with in a timely and confidential manner, so employees are able to raise grievances without any fear of reprisal or retribution.

The grievance process must be actioned in seven (7) working days unless agreed upon by all parties concerned.

Where an employee has a grievance relating to any real or perceived treatment they have received, their grievance is to be resolved using the grievance resolution procedures.

A handwritten signature in blue ink, appearing to read "Matthew Calleija".

*Matthew Calleija*  
Director