



Grievance Procedure

SP Hunters recognise that employees may be negatively affected when they feel that they have not been treated fairly in the workplace. All employees have the right to access this grievance procedure where they have a legitimate personal grievance related to the workplace.

Purpose

To outline the process by which SP Hunters employees may raise a valid workplace grievance and detail how this grievance might be addressed by SP Hunters, taking into consideration the individual circumstances of each situation.

Scope

This Procedure applies to all employees. SP Hunters reserves the right to amend this Procedure at any time in line with changing business requirements.

Grievance Process

SP Hunters recognises that employees may be negatively affected when they feel that they have not been treated fairly in the workplace. All employees have the right to access this grievance procedure where they have a legitimate personal grievance related to the workplace.

This Procedure does not intend to prescribe the actions required to handle every instance of complaint/grievance within the spectrum of potential workplace conflict. Accordingly, leaders and employees are expected to use their discretion as to how particular grievances should be handled having regard to the circumstances.

Complaints or grievances relating to discrimination, bullying, or harassment should also consider the SP Hunters Discrimination, Bullying & Sexual Harassment Policy and Procedure for specific guidance in addition to this Grievance Procedure.

Grievances falling under the following categories will not be considered, unless extenuating circumstances exist:

- Disputes relating to matters beyond the control of SP Hunters, e.g. income tax.
- Grievances and complaints relating to incidents that occurred more than six months prior to the grievance being raised for which no reasonable excuse explaining the delay has been provided to SP Hunters.
- Grievances or concerns relating to a disciplinary process, workplace investigation, or performance management process involving the person making the complaint where the appropriate SP Hunters policy or procedure has been complied with.

According to the above criteria, the General Manager will determine the appropriateness of pursuing any grievance referred to them for consideration. The following procedural steps are a guideline of the actions which may be taken once a grievance has been identified. However, individuals should be mindful of the specific circumstances of each case and act appropriately in response to these.

Self-resolution

Where the individual complainant feels comfortable doing so, they should attempt to seek a resolution to the grievance themselves with the person/persons involved. The focus on self-resolution is to avoid escalation of grievances in the future, to produce a positive result for the maximum number of parties and to encourage a culture where honest and constructive dialogue is valued.

Formal reported grievance

Where an individual does not feel comfortable addressing a grievance with the person/persons involved directly, where they have attempted to resolve the grievance themselves without success, or where it is not appropriate to self-resolve; the employee should report the grievance to the General Manager.

Once a grievance has been raised, the General Manager will then determine how the grievance should be handled with regard to the steps set out below, or other appropriate measures which they think fit. This might include determining whether another more appropriate policy and procedure should be followed (e.g. Discrimination, etc.) and whether any investigation(s) need to be conducted. The General Manager will make a decision and communicate the result to all those involved.

When reporting the grievance to the contact person, the complainant will need to do the following*:

- Set out their grievance in writing.
- Include full details of the grievance such as names, dates, and reasons for the grievance.
- Detail the desired result of raising the grievance.

SP Hunters may then take action as deemed appropriate to the circumstances, which may include:

- Undertaking interviews to determine the extent of the grievance and the desired outcome.
- Facilitating or conducting an investigation, as necessary, to determine the facts of the matter.
- Where there are concerns for the health and safety of concerned parties, standing down one or more parties on full pay until the outcome has been determined.

*It should be noted that in situations where a complainant does not wish to lodge a formal complaint, SP Hunters may still need to action the complaint where there is a potential risk to the health and safety of our people. Maintaining the anonymity of the complainant may not always be possible.

Throughout the process of any investigation under this Procedure, all those involved in the investigation will be afforded, and will abide by the principles of natural justice and procedural fairness. Confidentiality around the process is to be maintained by all involved parties.

Persons involved in an investigation will be provided:

- Adequate notice of meetings.
- Information about allegations.
- Time to consider and put forward responses.
- The opportunity to include a support person.
- A right of appeal.

Right of Appeal

An employee may appeal the outcome of an investigation into, and decision on, any grievance. The General Manager will decide upon the most appropriate senior internal or external party to conduct a review of the procedure followed, the outcome issued and make a final determination on the issue. Once this determination is made, the person who has made the appeal will be notified of the outcome and this determination will be final.

Disciplinary Action

Where formal disciplinary action follows as a result of any grievance resolution, the disciplinary process within the SP Hunters Performance and Development Procedure will be adhered to.

Mr Stan Joyce

Chairman

Papua New Guinea Hunters Rugby
Football Club Limited

Mr Jeremy Edwards

Director/Secretary

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