



Grievance Procedure Policy

June 2023

POLICY STATEMENT:

It is the policy of Helen & Joey and Re'em Yarra Valley to conduct itself with team members in an equitable and impartial way. Helen & Joey and Re'em Yarra Valley believe that unless a formal complaint procedure is in place, work-related problems or misunderstandings that will occur from time to time may escalate and remain unresolved. Helen & Joey and Re'em Yarra Valley urge all team members to adhere to this policy by bringing all problems and complaints to the attention of their Direct Manager.

It will always be the policy of Helen & Joey and Re'em Yarra Valley to encourage its team members to use this established process and to assure them that they will not be exposed to discrimination or retaliation for their use of these procedures. The purpose of this policy is to give Helen & Joey and Re'em Yarra Valley and its team members an opportunity to clear up problems, misconceptions, disputes, or misunderstandings of any kind. It should be considered a formal method of assuring everyone just and suitable treatment. In order for this procedure to be successful, everyone must want it to work and use it when informal methods prove unsatisfactory.

PROCEDURES:

Step 1:

All team members who have complaints, problems, concerns or disputes with another team member having to do with specific working conditions, safety, unfair treatment, disciplinary actions, remuneration, job classification, job assignments or any form of purported discrimination should bring this issue to the attention of their Direct Manager within five working days of the incident.

Step 2:

Following this initial discussion, your Direct Manager will take the matter into consideration and make every effort to mutually resolve the situation to everyone's satisfaction.

Step 3:

If the issue cannot be resolved mutually to everyone's satisfaction more comprehensive information may be required. The relevant manager will be responsible for gathering any additional information to assist with the matter.



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Step 4:

If the matter remains unresolved through Steps 1, 2 and 3, the team member may file a written complaint and submit it to the Managing Director. The Managing Director will discuss the matter and investigate it within fifteen (15) working days of receiving the team member's request. Your Direct Manager will consult with the Managing Director if required and will give the team member an answer. This answer will be binding and final.