

EARLY RESOLUTION

Not resolved

- Resolve concerns directly with the person involved in an open manner.
- Raise concerns with supervisor, supervisor's supervisor, or trusted person.
- Early intervention and conciliation prevent the formal lodging of grievances.
- RSAA Local Respondents can also be approached to help guiding through the process.

Formal Lodging

STAGE 1 FORMAL GRIEVANCE

Complainant not
satisfied with
resolution

The "Grievance Handler" could be (in preferred order):

- RSAA Supervisor/Manager
- RSAA School Manager/School Director
- Local HR Manager
- College General Manager

Where one or more of the preferred Grievance Handlers are involved in the grievance, the following person in the above list should be chosen.

STAGE 2 REVIEW OF FORMAL GRIEVANCE RESOLUTION

Complainant not
satisfied with
resolution

The "Reviewer" is:

- College Dean

STAGE 3 FINAL REVIEW

The "Final Reviewer" is:

- Director HR