

Grievance Procedures

Most grievances should be resolved in the workplace itself. In some circumstances, it may be appropriate to seek assistance from someone other than the supervisor. NT DEET People and Learning Officers and Union representatives can provide advice and support on the various resolution processes available.

The Department has two processes for resolving grievances:-

Informal resolution

Formal Review

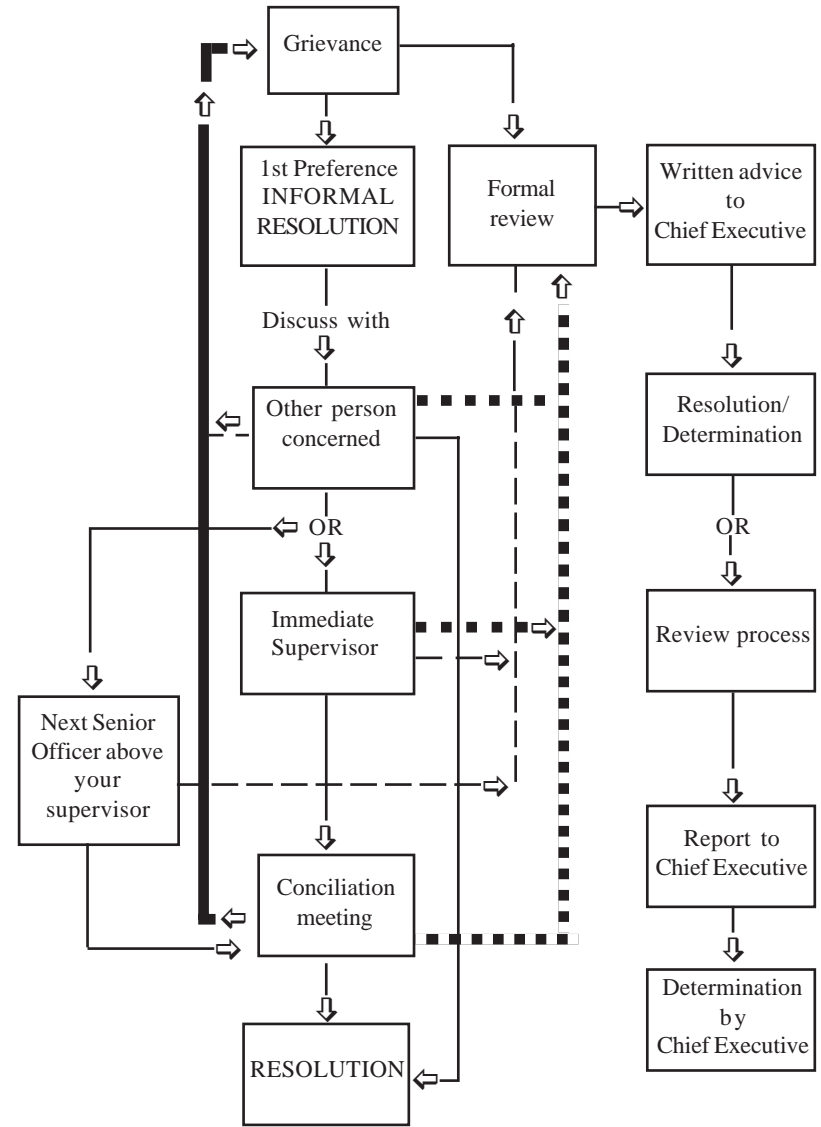
Employees are encouraged to attempt informal resolution in the first instance. If this does not lead to a satisfactory outcome, consideration can then be given in writing to the Chief Executive of NT DEET with a request for a formal review.

The aim of these procedures is to:

- provide an outline of the options available to all NT DEET employees to resolve grievances
- promote efficiency and effectiveness in NT DEET through the successful and prompt resolution of grievances.

If you are considering going through the grievance process, ensure you contact the AEU-NT 8981 3641

Grievance Procedure Flow Chart



Grievance Procedure Flow Chart Legend

- COMPLAINANTS OPTIONS FOR INITIATING A FORMAL REVIEW
- RESPONDENTS OPTION FOR INITIATING A FORMAL REVIEW
- SUPERVISORS OPTION FOR INITIATING A FORMAL REVIEW
- ALTERNATIVES FOR THE NORMAL FLOW OF EVENTS TO RESOLVE GRIEVANCES