

## 1. Version Control

Version	Date	Author	Approved by	Initial
1	22/03/2024	Ali Kader	Nick Some	
2	18/07/2025	R. Ridd	Nick Some	NS

## 2. Purpose

The purpose of this policy is to outline the principles, objectives, obligations and commitments that guide decision making about employee grievances within our workplace.

## 3. Application

This Policy applies to all employees, contractors and other workers of ecoDynamics Group and its associated entities (as that term is defined under section 50 AAA of the Corporations Act 2001 (Cth)).

## 4. Policy

A workplace grievance is an employee's concern, problem or complaint about their workplace, colleagues or management.

Ecodynamics endeavours to create a workplace where every employee feels supported to lodge a workplace grievance if they genuinely and reasonably believe they have grounds to believe a decision, behaviour or action affecting their employment is unfair or inappropriate. The person raising the grievance will not be disadvantaged in their relationship with ecoDynamics by reason of doing so and will not be subject to discrimination, harassment or victimisation for raising the grievance.

EcoDynamics will make decisions on how to appropriately handle the grievance, which may involve escalating a grievance to senior management for further discussion.

EcoDynamics commits to respond to grievances that arise in line with the following principles:

- To act promptly
- Treat all matters seriously
- Balance confidentiality and transparency
- Ensure procedural fairness
- Be impartial and support all parties

- Communicate process and outcomes to parties; and
- Keep appropriate records

Employees who have a grievance regarding bullying, harassment, victimisation or discrimination should also refer to ecoDynamics Discrimination, Harassment, Victimisation and Bullying Policy.

This policy is not intended to override the terms of any relevant legislations, contract, Award or Agreement that applies to an employee.

## 5. Grievance Resolution Procedure

### Raising a grievance

Each grievance will be responded to and dealt with on a case by case basis. There are several pathways that an employee with a concern can take.

1. Try to informally resolve the grievance – the employee should try to resolve the grievance as close to the source as possible. This can be done in an informal way which may involve verbal discussion, including:
  - Talking directly to the person and advising them of the grievance; and/or
  - Mediation with a third person, if all parties to the grievance agree.
2. Raise the issue with leadership – if an informal approach does not resolve the grievance, or it is not appropriate to resolve the matter informally, or the employee wants to discuss available options, ecoDynamics encourage employees to raise their grievance with their line manager or another relevant senior leader, a Board member or the Group HR Manager as appropriate. Various informal avenues to address the issue may be adopted at this stage. If the grievance cannot be resolved through informal discussion, an employee may decide to lodge a formal grievance.
3. Lodge a formal grievance – to lodge a formal grievance, employees are required to document it in writing and submit the grievance to either their line manager, another relevant senior leader, a Board member or the Group HR Manager. Employees can choose who to submit their grievance to depending on who the respondent to the grievance is. The written grievance must be as detailed as possible, including dates, incidents, witnesses, locations where possible and how the employee has already tried to settle their grievance.

EcoDynamics may need to ask for additional information to continue with the formal grievance process. If appropriate, ecoDynamics may elect to appoint an internally or externally appointed person to determine the matter.

#### Investigation and Resolution

Attempts should be made to resolve the grievance informally by agreement.

If the grievance cannot be resolved by agreement, ecoDynamics will consider the content and circumstances of the grievance and decide how the grievance could be formally resolved.

EcoDynamics will consider whether this will be done by internal or external parties and nominate one or more persons to discuss and investigate the matter further. At the conclusion of their investigation, the parties charged with resolving the grievance will make a recommendation to resolve the matter to an appropriate senior leader and/or Board member.

Employees are expected to be cooperative, honest and maintain confidentiality with respect to grievances and any discussions relating to the grievance.

#### Appeal

If the employee's grievance is not resolved following the recommendation, the employee may appeal to the CEO and/or Board in writing.

#### Support

Throughout the formal grievance resolution process, employees may have an appropriate support person present, who may act as a support and observer during any relevant meetings.

### **6. Vexatious, Malicious or Frivolous Complaints**

Vexatious, malicious or frivolous complaints are those made in bad faith or are trivial in nature or deliberately made to harm the respondent/s. If an employee is found to have made a vexatious, malicious or frivolous complaint, they may be subject to disciplinary action.

### **7. Policy Review**

The ecoDynamics Group may make changes to this policy from time to time within its complete discretion.

## 8. Related Policies

- Group Anti Discrimination, Harassment and Victimisation Policy
- Code of Conduct EG\_POL\_001
- Whistleblowers EG\_POL\_013 Policy

*Please be advised that any amendments to this document require formal authorisation and must be distributed through official channels to ensure it is an approved and correct version.*

*This policy serves as a mandatory directive for all personnel affiliated with ecoDynamics Group, whether employed directly or indirectly. This document is to be regarded as an addition to the other ecoDynamics Group's policy and procedures.*

*Should you require additional information or have inquiries concerning this policy, employees currently associated with ecoDynamic are encouraged to consult the comprehensive resource at <https://www.fairwork.gov.au/> and to engage in discussions with their supervisors or Group Human Resources Manager*

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