

# PERTH FESTIVAL

## GRIEVANCE PROCEDURE

### 1. Introduction

- 1.1. Perth Festival is committed to providing a working environment free from discrimination, harassment, sexual harassment and workplace bullying.
- 1.2. This procedure sets out the process for managing grievances concerning discrimination, harassment, sexual harassment and workplace bullying, and how to report incidents of this kind that have happened to you personally or you have seen happen to others. This procedure can also be utilised as a point of escalation for incidents of a serious nature.
- 1.3. It applies to all Perth Festival employees, contractors, volunteers, board members and artists.

### 2. Procedure

- 2.1. An individual who witnesses or experiences a grievance should, if they can, attempt to resolve their grievance about the behaviour with the individual(s) involved. It is recommended that this occurs as soon as possible after the grievance arises, but Perth Festival acknowledges that, for many reasons, this is not always possible.
- 2.2. If an individual with a grievance would like assistance they can talk to their direct manager, Perth Festival representative or the People & Culture Team.
- 2.3. If the matter cannot be resolved by utilising the process in clause 2.1, it may be referred to the People & Culture team in writing.
- 2.4. The type of action the People & Culture team may take in response to a grievance will depend on the type of action that the individual raising the grievance wants to take, and the nature and gravity of the behaviour complained of. It may include one or more of the following actions:
  - A facilitated discussion between the individual with a grievance and the other individual(s) involved.
  - Involvement of relevant line managers to assist with discussions, and informal inquiries.
  - An investigation into the matter.
  - Any other options or variations of the above that the parties are willing to pursue to resolve the matter.

### 3. Process

- 3.1. The procedure set out above does not cover the field – in each instance the People & Culture team will consider the nature of the grievance and the wishes of the parties involved.
- 3.2. However, the People & Culture team will conduct any process in a fair and timely manner and consistent with procedural fairness.
- 3.3. Procedural fairness includes the following:
  - Ascertaining the substance of the grievance, to determine what issues are of sufficient substance to be part of the process.
  - Obtaining relevant information from other sources when required.
  - Providing the individual(s) who are complained of with an opportunity to respond and explain their side to the grievance.
- 3.4. It is important to note that although any grievance will be dealt with confidentially and impartially, Perth Festival cannot guarantee that the anonymity of the individual reporting the grievance can be protected.

3.5. Individuals involved in a grievance process will act in good faith when raising grievances and throughout the process. This means that individuals shall do the following:

- Not vilify, victimise or behave poorly towards any individual involved in a grievance process.
- Raise concerns in good faith, and not raise concerns vexatiously or without reasonable grounds to do so.
- Keep matters relating to the grievance process confidential. You may share the information with a support person who is unrelated to Perth Festival.

#### **4. Outcome**

4.1. When raising a grievance, it is important to understand what the potential outcomes may be following this process so that an individual can consider what closure may look like for them.

4.2. Some options may include the following:

- Ongoing monitoring of the situation by a line manager.
- Counselling, training and / or education, which may be provided by a line manager, the People & Culture team or another appropriate person.
- A written apology.

4.3. In particularly serious matters, disciplinary action may be taken up to and including termination of employment. Importantly, disciplinary action will not be taken unless an investigation process has been completed.

#### **5. Breach of this policy**

5.1. All employees, contractors, volunteers, board members and artists are required to comply with this policy as amended, varied or replaced from time to time.

#### **6. Variation**

6.1. Perth Festival may amend, vary or replace this policy at any time.