

# Transport Grievance Management Policy

CP16001.5



## 1. Purpose of the policy

Transport is committed to providing a safe, harmonious, and productive workplace where staff are able to raise work-related concerns and report grievances.

This Policy prescribes principles and requirements to give effect to that commitment, and promote consistent, compliant, and fair management of grievances as an end-to-end process.

The Transport Grievance Management Procedure supports this policy by outlining the process for resolving a grievance and offers practical support to managers and staff.

## 2. Who does it apply to?

This policy applies to permanent, temporary, and casual staff, staff seconded from another organisation, and the external workforce including labour hire and external workers performing work for any of the following agencies:

Department of Transport	YES
Transport for NSW	YES
NSW Trains	YES
Sydney Trains	YES
Sydney Metro	YES
Sydney Ferries	YES
The Point to Point Transport Commissioner	YES
Transport Asset Manager of NSW	YES

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Policy owner: Executive Director, Workforce Relations and Management	Review date: 20/6/27

## 3. Principles and requirements

The objective of grievance management is to work with relevant parties to resolve the work-related concern as close to the source of the issue as possible and in accordance with the grievance resolution principles.

Transport prescribes a list of requirements to give effect to the grievance management principles and ensure that our commitment is achieved.

### 2.1 Principles

Grievance management is underpinned by the following principles:

- Prompt, impartial, and fair management of each grievance reported
- Procedural fairness will be afforded to all parties
- Confidentiality will be respected at all times
- Simple and accessible reporting channels

### 2.2 Requirements

To give effect to the purpose of this Policy and the grievance management principles prescribed, we must:

- manage work-related concerns and grievances reported promptly, impartially, fairly, confidentially, and with procedural fairness
- ensure that our grievance processes are well-publicised in clear and simple language
- facilitate robust procedures that explain in detail the processes for reporting and managing work-related concerns and grievances in clear and simple language, that can be understood by all staff, and
- ensure our staff understand their obligations, through communication and training

## 4. Compliance and breach

You are required to comply with this policy and its related procedures and standards. If you do not, this may result in disciplinary action up to and including termination of your employment or contract.

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## Appendix A:

### 5. Accountabilities and responsibilities

Who	
Chief People Officer	Accountable for setting the strategic direction of managing grievances in line with our organisational objectives and compliance obligations
Executive Director, Workforce Relations Strategy and Management	Accountable for ensuring this policy continues to align with Transport's strategic direction, and that guidance and controls are in place to help business areas measure and monitor compliance with this policy and any related documents.
Chief Executives of the Transport agencies to which the policy applies	Accountable for ensuring program areas in their agencies align and comply with this policy.
All staff to whom the policy applies	Responsible for complying with the principles and requirements in this policy and any related procedures or standards.

### 6. Related/supporting material

1. Transport Code of Conduct
2. Transport Conduct Management and Discipline Procedure
3. Transport Grievance Management Procedure
4. Transport Public Interest Disclosures Procedure
5. Transport Performance Improvement Procedure
6. Five ways of leading

### 7. Document control

#### 7.1 Superseded documents

This Policy replaces the following document:

- Transport Grievance Management Policy CP16001.4

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## 7.2 Document history

Date & Policy No	Document owner	Approved by	Amendment notes
20 June 2024 CP16001.5	Executive Director, Workforce Relations and Management	Chief People Officer	Overall update
11 February 2020 CP16001.4	ED, Workforce Relations, Strategy & Management	Chief People Officer	Removal of RMS as an Agency to which this Policy applies
29 July 2019 CP16001.3	Chief People Officer	Chief People Officer	Updates to obsolete job titles, Division/Branch name and template changes to front page.
1 July 2018 CP16001.2	Deputy Secretary People and Corporate Services	Secretary	Inclusion of Sydney Metro as agency to which this policy applies from 1 July 2018.
3 July 2017 CP16001.1	Deputy Secretary People and Corporate Services	Deputy Secretary People and Corporate Services	Amended for GSELA Amended Section 11 July 2018
28 January 2016 CP16001	ED Group HR	Secretary	New Policy approved

## Feedback and help

For advice on interpreting or applying this document, please contact  
[HRPolicy@transport.nsw.gov.au](mailto:HRPolicy@transport.nsw.gov.au)

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