



Sydney University Postgraduate Representative Association (SUPRA) Grievance Policy

A. Preamble

Name of Policy

This is the Sydney University Postgraduate Representative Association (SUPRA) Grievance Policy.

Commencement

This policy commenced on 10 June 2016.

Policy is binding

This policy binds SUPRA, its Council, constituents, members, staff, affiliates, contractors, clients, customers, and visitors.

Statement of intent

This policy:

- a) supports the SUPRA Constitution ('the Constitution') and shall not be interpreted so as to contravene the Constitution;
- b) should be read in conjunction with the SUPRA Safer Spaces Policy and the other policies in the SUPRA Policy Manual which cover specific areas of personal and professional conduct.
- c) applies to the handling of grievance matters, other than those set out at clause 3 of this policy, by or against any Councillor, constituent, member, staff member, affiliate, contractor, client, customer or visitor, or against SUPRA itself or any related entity.

- d) provides for SUPRA's Grievance Procedures which detail SUPRA's management of complaints, concerns, or grievances.

B. Policy

1. Definitions

- 1.1 The definitions set out in the Constitution shall apply to this policy.
- 1.2 In addition, for the purposes of this policy:
 - 1.2.1 **Procedures** means the SUPRA Grievance Procedures implemented pursuant to this policy.

2. Policy Statement

- 2.1 SUPRA is committed to providing a transparent, fair, and impartial mechanism for handling concerns, complaints, and grievances.

3. Matters not Covered by this Policy

- 3.1 This policy does not:
 - a) constitute a term or condition of any contract between SUPRA and any individual or organisation, including contracts of employment or contracts for services.
 - b) apply to matters covered by and more appropriately dealt with under the relevant provisions of:
 - i) the SUPRA Enterprise Agreement 2020, or any replacement Enterprise Agreement entered into at a later date; or
 - ii) any policy in the SUPRA Policy Manual covering the handling of client grievances in relation to SUPRA's professional services.

4. Procedures

- 4.1 The procedures set out the principles to be applied in grievance handling and detail how SUPRA will handle concerns, complaints,

and grievances.

- 4.2 The procedures also contain information on how to report a grievance.
 - 4.3 SUPRA will respond promptly to any grievances.
 - 4.4 The President, or their nominee, together with the Operations Manager of SUPRA, or their nominee, will keep the procedures current.
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NOTES

SUPRA Grievance Policy

Date ratified by Council: 10 June 2016

Date commenced: 10 June 2016

Date last amended: 29 July 2021

Administrator: President, SUPRA

Review date: 29 July 2023

Amendment History

Dates amended:

1. 29 July 2021