



FACT SHEET



Tips for PSA Members Submitting Workplace Grievances

Preparation and Research

- Consider your grievance and the outcome you want to achieve.
- Before escalating your problem to a written grievance, consider if it can be resolved informally by talking to the person or people with whom you have a conflict.
- Find common ground and work out how you can solve the problem at hand and work together amicably.
- If you believe the problem cannot be worked out by talking to person with whom you have conflict, refer to your agency's "Grievance Handling Policy" for guidance about how to prepare your grievance.
- Talk to any appointed Grievance Contact Office in your agency if you need support or guidance.
- Before compiling or submitting a grievance, consider if the actions taken by the person/s with whom you are in conflict are legitimate management action.
- Distinguish between a manager giving you clear and reasonable instruction, as opposed to bullying you. Legitimate management action may include a manager giving instructions, and privately conducting performance reviews. While it may be legitimate for a manager to give open and honest feedback to an employee about their work performance, this should be done in a reasonable way and in a private setting, providing the employee with examples of where their performance needs to improve to meet agreed agency standards detailed in the role description's capability requirements or in the position description.

Writing the grievance

- Define the problem and the outcome you want to achieve.
- Do not include any extraneous or irrelevant material in your grievance.
- Supply any evidence of the problem.
- Cite a chronology of events.
- Avoid blaming and using emotional language. Be clear, clinical and succinct in your claims.
- Do not attach lengthy emails or detail conversations that you may have had with colleagues, those with whom you have a conflict, managers or other staff.



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- Focus on the behaviour of the person with whom you are in conflict, not the personality. Do not describe the person/s with whom you have conflict in unflattering terms but describe the effect their behaviour is having on you. For example, you can state that you feel uncomfortable, threatened or unsafe.
- Mention if you have any witnesses who are willing to assist you in making your claim. Make sure that these witnesses are willing to support you before including their names or particulars in your grievance.
- If your agency or employer has made a decision that you consider affects you adversely, make sure that you have evidence of this decision in writing so that you can use it to support your grievance.
- Write your grievance in a clear structured way, use short sentences and check your facts.
- Run a spell check over your grievance to make sure that your grievance is easy to understand and follow.
- If you have a friend, family member or colleague that you trust and is objective enough to give you advice, show them the grievance and get feedback. Alternatively, see your PSA delegate or call the Member Support Centre (MSC) on 1300 PSA NSW.
- In your grievance, indicate a reasonable timeframe in which you would like to have the grievance resolved.

Dealing with Grievance Process

Be available and open to discussing the grievance with your agency HR staff and the person/s with whom you have the grievance.

Seek support from the Employee Assistance Program (EAP), doctor or other health professional if you need it.