

Rostering Disputes & Escalation Policy

For Australian Small & Medium Enterprises

Template Version 1.0 | December 2024

Important Notice

This template provides general guidance on resolving rostering disputes. Employees retain their rights under applicable awards, enterprise agreements and workplace relations legislation.

1. Purpose

This policy establishes the process for raising and resolving rostering concerns and disputes at [Company Name]. It ensures issues are addressed fairly, promptly and at the appropriate level.

2. Scope

This policy applies to:

- All rostering-related concerns and disputes
- All employees regardless of employment type
- All departments and locations

3. Types of Rostering Disputes

3.1 Common Issues

- Disagreement with allocated shifts
- Concerns about shift fairness
- Declined shift swap requests
- Roster change disputes
- Availability not considered
- Hours allocation concerns

3.2 Serious Concerns

- Alleged discrimination in rostering
- Award or agreement breaches
- Ongoing unresolved issues

4. Resolution Principles

- Issues resolved at lowest appropriate level
- Parties act in good faith
- Focus on practical solutions
- No adverse action for raising concerns
- Confidentiality maintained where appropriate

5. Escalation Process

5.1 Step 1: Direct Discussion

First step for most rostering concerns:

- Speak with rostering manager or supervisor
- Explain the concern clearly
- Propose solutions where possible
- Allow reasonable time for response

5.2 Step 2: Formal Complaint

If not resolved through discussion:

- Submit written complaint to [manager/HR]
- Include details of the issue
- State what resolution is sought
- Response provided within [5/7] business days

5.3 Step 3: Senior Management Review

If still unresolved:

- Escalate to senior manager or HR
- Review of all relevant information
- Meeting with parties if needed
- Decision communicated in writing

5.4 Step 4: External Resolution

For disputes not resolved internally:

- Fair Work Commission assistance
- Industry body mediation
- As per dispute resolution clause in award

6. Time Limits

- Raise concerns promptly, ideally within [7] days
- Earlier notification allows earlier resolution
- Late concerns may be harder to address

7. Interim Arrangements

While dispute is being resolved:

- Continue to work as rostered (unless safety concern)
- Alternative arrangements may be made
- Status quo maintained where possible

8. Documentation

8.1 Records to Keep

- Dates and details of concerns raised
- Responses received
- Relevant roster information
- Communications exchanged

8.2 Company Records

- Complaints logged and tracked
- Outcomes documented
- Records maintained confidentially

9. Support for Employees

- May have support person present at meetings
- Can seek union representation if member
- HR available for guidance on process

10. No Retaliation

[Company Name] prohibits adverse action against employees who:

- Raise genuine rostering concerns
- Participate in dispute resolution
- Exercise workplace rights

11. Responsibilities

11.1 Employees

- Raise concerns through appropriate channels
- Provide accurate information

- Participate constructively in resolution

11.2 Managers

- Address concerns promptly and fairly
- Escalate when unable to resolve
- Document outcomes

11.3 HR

- Provide guidance on process
- Facilitate escalated disputes
- Monitor patterns and trends

12. Review

This policy will be reviewed annually or following significant disputes.

Employee Acknowledgement

I acknowledge that I have read and understood [Company Name]'s Rostering Disputes & Escalation Policy.

Employee Name: _____

Signature: _____

Date: _____