

As part of our commitment to fair treatment for staff, Echo Interpreting has developed a policy on equal opportunity and grievance procedures.

## Grievance Procedures

This policy aims to ensure that employees are treated justly and fairly, by providing a straightforward process for dealing with complaints of discrimination, sexual harassment, and vilification.

The process for dealing with complaints or grievances is as follows:

- A complaint can be made to any manager, booking agent, or Interpreter employed Full Time by Echo Interpreting.
- The complaint does not have to be in writing; however, for appropriate follow up measure to be taken a complaint in writing is preferred.
- The complaint will be dealt with fairly and in good faith: there will be no victimisation or judgment as a result of making a complaint.
- The complaint will be dealt with confidentially by Echo Interpreting.
- The complaint will be dealt with as a matter of priority. The investigator will discuss the issue with the complainant within 24 Hours of the complaint being lodged, and the complaint process will be completed within 7 working days. The view of other parties to the complaint will be sought, and those involved in the complaint will be advised of the outcome.
- The investigator will monitor the outcomes of the complaint

If the outcome is not acceptable to the parties, an appeal can be made to the Director of Echo Interpreting to review the complaint.

Danielle Don

A handwritten signature in black ink that reads "Danielle Don".

Danielle Don

Director/Interpreter

Echo Interpreting

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