Employee Rights, Pay and Appraisal Appeal Process

Title of the Policy	**Employee Rights, Pay and Appraisal Appeal Process**
Created on	**23-Sept-2024**
Last reviewed on	**11- Oct -2026**

1. Purpose

This process lets every employee appeal any decision about their employment rights, pay or appraisal, and have that appeal reviewed fairly and independently.

2. Scope

It applies to all employees and faculty of Masters' Union: full-time, part-time, fixed-term and international staff.

3. What Can Be Appealed

Employees can appeal decisions on:

- salary, allowances or deductions
- appraisal ratings or performance outcomes
- increments, bonuses or variable pay
- promotion or role classification
- benefits or leave entitlements
- any breach of employment rights under Masters' Union policies or applicable law, including the Equal Employment Opportunity, Living Wage and Fair Remuneration, and Pay Scale Equity and Gender Pay Gap policies

Other workplace grievances follow the employee grievance process in the Code of Ethical Business Conduct. Complaints of sexual harassment go to the Internal Committee under the Policy on Prevention of Sexual Harassment.

4. Appeal Procedure

Step 1: Informal resolution (optional). The employee can first raise the concern with their manager, or with their skip-level manager if it concerns the manager, as set out in the grievance process of the Code of Ethical Business Conduct. The manager will respond within 7 working days.

Step 2: Formal appeal. The employee submits a written appeal to Human Resources within 30 days of the decision, stating the decision being appealed, the grounds for the appeal and the outcome sought. HR acknowledges the appeal in writing within 5 working days.

Step 3: Review. An Appeal Panel of three members reviews the appeal:

- a senior HR representative;
- a senior leader from outside the employee's department; and
- a member of the Ethics Committee.

No panel member may have been involved in the original decision or have any conflict of interest. At least one member is a woman. The employee is invited to a hearing and may be accompanied by a colleague of their choice. The panel can examine all relevant records, including pay data, appraisal records and the criteria that were applied.

Step 4: Decision. The panel issues a written decision with reasons within 30 working days of receiving the appeal. If the appeal is upheld, corrective action, including any back pay, is carried out in the next pay cycle.

Step 5: Final review. If the employee is not satisfied, they can request a final review by the Director HR within 15 working days. The final decision is issued within 15 working days.

5. Employee Protections

- Every appeal is handled confidentially.
- No employee faces retaliation for filing an appeal, giving evidence or supporting a colleague's appeal in good faith. Retaliation is a disciplinary offence under the Code of Ethical Business Conduct.
- Filing an appeal does not affect an employee's right to pursue remedies available under law.

6. Records and Monitoring

HR keeps a record of all appeals, outcomes and corrective actions. Every year, HR reviews appeal trends, including outcomes by gender, to identify any systemic issues in pay or appraisal practice.

7. Review

This process is reviewed every two years, or sooner if the law changes.