



1ST SEPTEMBER 2015

GRIEVANCE / DISPUTE RESOLUTION POLICY

RESPONSIBILITIES

It is the responsibility of **the General Manager and Staff Members** to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with their employees and volunteers;
- All decisions relating to a grievance is made with consideration given to the ramifications for the individual, as well as the organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- Everyone is treated fairly and without fear of intimidation.

It is the responsibility of **Staff Members** to ensure that:

- They attempt to resolve any issues at the earliest opportunity.

It is the responsibility of the **General Manager** to ensure that:

- All Staff Members are aware of their obligations and responsibilities in relation to communication and information sharing ;
- Ongoing support and guidance is provided to all employees in relation to how to handle grievances.
- All Staff Members are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of a Staff Member is handled in the most appropriate manner at the earliest opportunity. rocedures

Employment Practices

All Staff Members should be aware of the possible ramifications of their actions when dealing with grievances. They must ensure that everyone is treated with fairness, equality and respect.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, Staff Members should contact the General Manager for advice at the earliest opportunity.

Grievances and Dispute Resolution

Once a grievance has been brought to attention the matter should be discussed openly with the person making the complaint, working towards achieving a desired outcome.

The Staff Member should check for clarification of the issue to ensure they fully understand the complainant's concern. They should ensure they follow the steps outlined below:

- Listen to the complainant and diagnose the problem.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.

The Staff Member should ensure that the manner in which the meeting is conducted is conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

If the matter is unable to be resolved the Staff Member should refer the situation to the General Manager, then, if necessary, to the Board. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood.

All parties are to maintain complete confidentiality at all times.