

Grievances and Dispute Resolution Policy

Purpose

At the Huon Valley PCYC, we aim to provide a fair, equitable and productive work environment for all employees. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving grievances and disputes.

Negotiated solutions will aim to address the key issues and be acceptable to all individuals or parties involved without ascribing blame, victimisation, or discrimination. Complainants will not suffer any disadvantage, victimisation, or discrimination as a result of raising a grievance, with minimum stress and maximum protection for all concerned.

All managers and employees have a responsibility to treat everyone who works here with dignity and respect. Seeking redress of a trivial or vexatious issue through a grievance procedure will not be tolerated and may result in disciplinary action.

Definitions

Grievance: A wrong or hardship suffered (real or perceived), which is the grounds of a complaint.

Complaint: An expression of grievance, dissatisfaction, or concern.

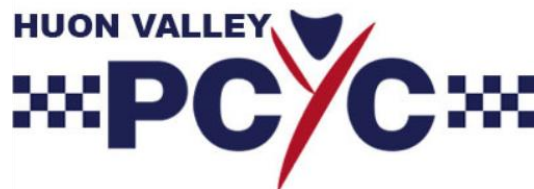
Victimise: To act or omit to act towards a person in a way which is intended to cause disadvantage to that person because they have made a complaint, or may make a complaint, or may be or are the subject of a complaint.

Dispute: A disagreement or argument.

Rights and responsibilities

All persons have the right to:

- make a complaint to their direct manager or another member of the organisation at an appropriate level.
- be treated with respect and impartiality and provided with support throughout the process.
- have the principles of natural justice and procedural fairness observed. This means:
- complaints must be fully described by the person with the grievance.
- the person who is the subject of concern must be informed of all the allegations in relation to their behaviour.



- the person who is the subject of concern must have a full opportunity to put forward their case.
- all parties to the complaint must have the right to be heard.
- all relevant submissions and evidence must be considered.
- irrelevant matters must not be taken into account.
- the decision-maker must be impartial, fair, and just.
- investigations and proceedings that are conducted honestly, fairly and without bias.
- no undue delay in investigations and proceedings.

It is the responsibility of all parties involved in a grievance to participate fully in the resolution process in good faith. Confidentiality must be respected and maintained at all times within the constraints of the need to fully investigate the matter, subject to any legal requirements for disclosure and consistent with the principles of natural justice.

Procedure

This is a four-level procedure.

LEVEL 1:

The employee attempts to resolve the complaint as close to the source as possible, generally by discussing the issue with the person involved. This level is quite informal and verbal. Should the employee not feel confident in discussing the matter, they should proceed immediately to Level 2.

If the matter is not resolved, proceed to Level 2.

LEVEL 2:

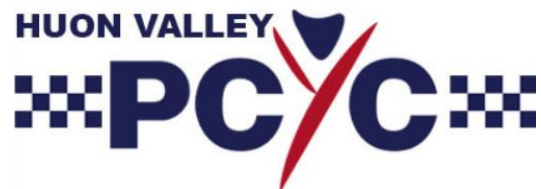
The employee notifies their manager (in writing or otherwise) as to the substance of the grievance/dispute and states the outcome sought. Discussion should be held between the employee and any other relevant party. This level will usually be informal but either party may request written statements and agreements.

Should the person who is the subject of the complaint be the employee's manager, the employee should notify another manager, another member of the organisation at an appropriate level, such as a committee member. This level should not exceed one week.

If the matter is not resolved, proceed to Level 3.

LEVEL 3:

The manager must refer the matter to the board. A grievance taken to this level must be in writing from the employee. The manager will forward any additional information thought relevant. The board will provide a written response to the employee. The board also communicates with any other parties involved or deemed relevant. This level should not exceed one week.



If the matter is not resolved, proceed to Level 4.

LEVEL 4:

The employee will be advised of their rights to pursue the matter with external authorities if they so wish.

Employees are encouraged to contact the HVPCYC EAP line on 1800 064 039 for further support and counselling if required.

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