



GRIEVANCE AND DISPUTE RESOLUTION POLICY

Policy Number:	9.3	Version:	V01.2
Date of Endorsement:		Date Last Reviewed:	
Authorised By:		Position Held:	

1. Introduction

BBCC encourages its employees, volunteers and Centre users to resolve any issues or concerns that they may have at the earliest opportunity with the Centre Manager.

The preferred process involves employees, volunteers and Centre users being able to resolve issues to their satisfaction internally, without feeling they have to refer to external organisations or authorities for assistance.

2. Purpose

The purpose of this document is to provide an avenue through which employees, volunteers and Centre users can resolve work-related complaints as they arise.

3. Policy

BBCC will establish mechanisms to promote fast and efficient resolution of workplace issues.

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. Employees, volunteers and Centre users should feel comfortable with discussing issues with the Manager in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employees, volunteers and Centre user wishes will be taken into account in the determination of appropriate steps and actions.

No employee will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to employees, volunteers and Centre users.

4. Responsibilities

It is the responsibility of the Manager 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, volunteers and Centre users;
- all decisions relating to employment practices are 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;

- all employees, volunteers and Centre users are treated fairly and without fear of intimidation.

It is the responsibility of employees, volunteers and Centre users to ensure that:

- they attempt to resolve any issues through the Manager and through internal processes at the earliest opportunity.

5. Procedure

Employment Practices

The Manager should be aware of the possible ramifications of their actions when dealing with employee and volunteer issues. The Manager must ensure that all employees and volunteers are treated with fairness, equality and respect.

Where a grievance or dispute has been brought to the Managers attention, the Manager should assess whether the employee involved is covered by an Award or Agreement, and if so should refer to that document for grievance procedures. If the employee or volunteer involved is not covered by such a document, the guidelines below should be followed.

Grievances and Dispute Resolution

An employee, volunteer or Centre user who considers that they have a dispute or grievance should raise the matter with the Manager as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The Manager should check for clarification of the issue to ensure they fully understand the complainant's concern. The Manager should follow the standard procedure of offering the employee, volunteer or Centre user the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- 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 Manager shall provide the employee, volunteer or Centre user with a written summary of the meeting and clarification of the next steps to be taken. The written summary is to be signed by both parties.

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

All parties are to maintain complete confidentiality at all times.



If an employee or volunteer wishes to make a formal complaint under this policy they are to lodge the Grievance and Dispute Resolution Report Form with the Manager.

If an employee or volunteer wishes to make a formal complaint under this policy and they consider the matter to be one of a confidential or serious nature involving the Manager or a member of the Committee of Governance they are to lodge the Grievance and Dispute Resolution Report Form directly with the President of the Committee of Governance.

Related Documents: Grievance and Dispute Resolution Report Form



GRIEVANCE AND DISPUTE RESOLUTION REPORT FORM

<p>1. Your details</p> <p>Family Name.....</p> <p>Given Name(s).....</p> <p>Address.....</p> <p>Phone Number (Home)..... (Work)..... (Mobile).....</p> <p>Email.....</p>
<p>2. Are you? (Please tick)</p> <p>Employees <input type="checkbox"/></p> <p>Volunteer <input type="checkbox"/></p> <p>Centre user <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p>
<p>3. Have you discussed the matter with a staff member?</p> <p>Yes <input type="checkbox"/></p> <p>If yes when?</p> <p>Who dealt with the matter?</p> <p>What was the result?</p> <p>No (Go to 4)</p>
<p>4. Please give details of the complaint and the outcome you are seeking. (You may wish to attach further documentation)</p>
<p>Date.....Signature.....</p>
<p>Privacy Notice: The information used on this form will be used by BBCC to follow up your complaint. The provision of this information is voluntary. It will be stored securely.</p>