6.9 Volunteer Grievance and Dispute Resolution Policy

**Purpose**

The purpose of this policy is to detail a process to be followed for resolving issues so that those issues are managed fairly, sensitively, expeditiously and affords natural justice to all parties.

**Background**

<Insert Organisation Name> is committed to providing an environment where staff are able to work effectively, without fear of workplace bullying, discrimination or harassment. The following guiding principles underpin the Grievance and Dispute Resolution Policy and Procedure:

* Management is committed to fostering and promoting a culture which is free from workplace bullying and discrimination;
* All staff recognise and acknowledge their obligations to observe federal and state laws and the values and rules of <Insert Organisation Name>;
* The basic tenets of natural justice, equity and the recognition of rights and responsibilities;
* Workplace harassment must not be confused with legitimate comment and advice (including relevant negative comment and feedback) from management on the work performance or work related behaviour of an individual or group. Feedback on work performance or work related behaviour differs from harassment in that feedback is intended to assist staff to improve work performance or the standard of their behaviour. As such, feedback should be provided using professional language and manner, and using the most appropriate forum.

The Volunteer Grievance and Dispute Resolution Policy and Procedure should be used in conjunction with the Anti-Discrimination and Harassment, Work Health and Safety and Counselling and Discipline Policies and Procedures.

**Policy**

A grievance is a concern or complaint about a matter related to work that is covered under the definition of discrimination, harassment or workplace bullying. An issue can be about any act, behaviour, omission, situation or decision which someone thinks is unfair or unjustified.

As a general principle, the issue should be raised initially by the complainant(s) holding the grievance with the individual or group whom it involves, and, on those occasions when the issue still remains unresolved, to subsequently raise the concern with their direct supervisor or if it involves the supervisor, it should be the next person up the management line.

**Principles of Grievance Resolution**

* Issues should be treated seriously, expeditiously, sensitively and as close as possible to their source having due regard to procedural fairness, confidentiality and potential for victimisation;
* Concerns should be raised as early as possible;
* <Insert Organisation Name> aims to protect staff from any victimisation or repercussions for reporting issues in good faith;
* All parties are required to participate in the conflict resolution process in good faith.

**Responsibilities for Grievance Resolution**

**CEO or Chair if issue involves the CEO**

Responsible for making the final decision in a grievance resolution process.

**CEO or delegate**

Grievance resolution is an integral part of their duties. Their responsibilities include:

* Identifying, preventing, responding to and redressing problems in the workplace;
* Ensuring staff understand the process for grievance resolution;
* Follow-up and monitoring when issues have been resolved;
* Ensuring the parties are not victimised;
* Providing a report of conflicts dealt with to the CEO.

**Employees / Volunteers**

Are to ensure that they attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

**Responsibility**

This policy affects all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 5.1, 5.4, 5.5, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Volunteer Grievance and Dispute Resolution Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Anti-Discrimination and Harassment Policy and Procedure
* Work Health and Safety Policy and Procedures
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* Counselling and Discipline Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Staff Work Health and Safety Policy and Procedure

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| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |