Volunteer Grievance and Dispute Resolution Policy

Policy



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| **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 and affords natural justice to all parties. |

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| 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, 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. * Click or tap here to enter club name aims to protect volunteers 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 of Grievance Resolution** |
| **General Manager or Club Chair/President if issue involves the General Manager**  Responsible for making the final decision in a grievance resolution process.  **General Manager 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 volunteers 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 Club Chair/President.   **Volunteers**  Are to ensure that they attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity. |

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| Responsibility | | |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | |
| Date of review |  | |
| Date of next review |  | |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |