



STAFF GRIEVANCES AND DISPUTE RESOLUTION POLICY AND PROCEDURE

Responsible Officer	Executive Manager: Community Engagement.
Approved by	Chairman
Review by	Executive Manager: Community Engagement
Last Reviewed	12/07/2015
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INTRODUCTION

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

Community Veracity encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.

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

PURPOSE

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

POLICY

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

Employees and volunteers should feel comfortable discussing issues with their manager or supervisor in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee/volunteer's wishes will be taken into account in determining the 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 permanent and part-time paid employees and to volunteer workers.

RESPONSIBILITIES

It is the responsibility of **Managers and Supervisors** 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 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 and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of **Employees (including Volunteers)** to ensure that:

- They attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

It is the responsibility of the **Human Resources Department** to ensure that:

- All managers, supervisors, employees and volunteers are aware of their obligations and responsibilities in relation to communication and information sharing with their employees;
- Ongoing support and guidance is provided to all employees in relation to employment and communication issues;
- All managers, supervisors, employees and volunteers are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of managers or supervisors is handled in the most appropriate manner at the earliest opportunity.

If the matter is not resolved and the employee or volunteer wishes to pursue it, the issue should be discussed with a Human Resources Officer, then, if necessary, the EXECUTIVE MANAGER: COMMUNITY ENGAGEMENT. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood. If the grievance/dispute is one of a confidential or serious nature involving the employee or volunteer's Manager, the complainant may discuss the issue directly with the Human Resources Department or the EXECUTIVE MANAGER: COMMUNITY ENGAGEMENT. The EXECUTIVE MANAGER: COMMUNITY ENGAGEMENT reserves absolute discretion as to making a final decision as to how the grievance or dispute will be resolved.