

GRIEVANCE PROCEDURE

Procedure Title:	Grievance Procedure
Procedure Type:	Volunteer Management

DEFINITION

A grievance procedure is a means for volunteers to resolve any complaints that may arise while performing duties for the organisation. The complaint will be dealt with ***under strict confidentiality according to the Privacy Act***, through the correct channels, speedily, informally and flexibly, to the reasonable satisfaction of the volunteer/s and the organisation.

All volunteers should use this procedure when lodging formal complaints. The grievance procedure applies to any industrial matters concerning the volunteer's role and responsibilities, workload or the behaviour of others towards an individual or group where a grievance is warranted.

If you believe you have been the victim of a criminal act your first call must be to the police.

PROCEDURE

Step 1

You would usually first discuss the matter with your immediate supervisor or the Club Member Information Protection Officer. State that you are lodging a grievance verbally or in writing under the grievance procedure. Discussions are to begin within forty-eight (48) hours unless you agree otherwise.

Complaints about sexual assault or harassment may be lodged directly with the President. You do not have to discuss this type of complaint with your immediate supervisor or manager.

Step 2

If the grievance still remains unresolved, you may refer the matter to the next level of management, your supervisor's manager. Confirm that you are notifying a grievance under the grievance procedure. The President will consult with you, and any other party involved in your grievance in an attempt to resolve the issue. Discussions will take place within no more than seven working days unless you agree otherwise.

Step 3

If the grievance remains unresolved, you may submit the matter in writing to the highest paid administrator in the organisation or the governing body. The letter should state that you are lodging a complaint under the grievance procedure, outline your concerns and outline the outcome you are seeking.

The Executive Officer or Management Committee will appoint an investigation officer with the required knowledge and skills to consider the details of the grievance. To assist an impartial investigation, the investigating officer will be a person other than your supervisor or manager.

If the matter is not settled by this investigation to the satisfaction of the person lodging the grievance, independent legal advice should be sought to assess options for further action.