



Grievance Policy

Introduction

This document provides information on handling grievances at Hinterland Bush Links including how to make a complaint, how to deal with a complaint / grievance and how to support persons through the grievance process. Conflict can occur in any organisation. It is important that there are established procedures to deal with such occurrences quickly to protect the people involved and to protect the organisation.

Purpose

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

Scope

This policy applies to all Hinterland Bush Links members, volunteers, employees, Management and Gift Fund Committee members and members of the community.

Policy

Hinterland Bush Links will follow the procedures below to promote prompt and efficient resolution of workplace issues.

Employees, members and volunteers should feel comfortable discussing issues with their supervisor, event supervisors or the Hinterland Bush Links Management Committee in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee/member/volunteer's wishes will be considered in determining the appropriate steps and actions. All documentation will be stored securely.

The Hinterland Bush Links Code of Conduct will be adhered to when utilising this policy to resolve an issue.

Hinterland Bush Links encourages its employees, members and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their supervisor, event supervisors or the Hinterland Bush Links Management Committee.

Complaint Procedure

What is a complaint?

A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of a service, a policy or procedure, or the conduct of another person.

Who can make a complaint?

Any person can make a complaint. This can include employees, members, volunteers, customers, community members or Management/Gift Fund Committee members.

How can complaints be made?

Complaints about minor matters can be reported verbally and resolved informally. Ideally, these will be resolved informally with the relevant person.

For more serious matters the complaint can be lodged formally via email to the Manager (manager@hinterlandbushlinks.org). The complaint must be lodged as soon as possible following the source of the cause or trigger for the complaint.

What happens when a complaint is received?

With an initial complaint, the Manager will provide initial advice on how an issue is to be dealt with and to assist with resolution, if necessary.

If a formal complaint is lodged, after initial consultation with differing parties, the Manager will use a risk based approach to determine whether it is a matter that can be resolved informally, or whether it should be dealt with by the Hinterland Bush Links Management Committee. If necessary, the President will set up a process to facilitate this.

If required, the President will convene a meeting with the Hinterland Bush Links Management Committee and concerned parties. All parties are entitled to have a support person present. Detailed minutes of these meetings together with the original complaint and other documentation will be kept and stored securely by Hinterland Bush Links.

All parties to a complaint must treat the matter confidentially. This means that all parties ensure that information is restricted to those engaged in the resolution.

The person managing the complaint is responsible for monitoring the well-being of all parties involved in, or affected by, the complaint.

Complaints will be dealt with as quickly as possible, with the timeframe for resolution dependent upon the severity of the complaint.

Definitions

Grievance - an actual or perceived wrong considered as grounds for complaint.

Complaint - an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.

Harassment - any form of ongoing behaviour that is not welcome, not asked for or not returned, and that offends, intimidates or humiliates a person. It includes sexual harassment.

Workplace bullying - an employee is subject to workplace bullying if the person is subjected to repeated behaviour by another person, including the employee's supervisor, a co-worker, committee member or a member of the community that:

- is unwelcome and unsolicited
- the person considers to be offensive, intimidating, humiliating or threatening
- a reasonable person would consider to be offensive, humiliating, intimidating or threatening

Review and approval

This policy will be reviewed annually.

Version	Changes made	Approved by	Date
1.0		Liz Saunders, President	16 May 2021
2.0	Scope of who document applies to updated throughout Complaint procedure updated	Fergus FitzGerald, President	22 December 2023