

POLICY

1.6 GRIEVANCE RESOLUTION

Supporting Procedure:	1.6.1 Grievance Resolution Procedure	
Other Related Documents:	Policy 2.4 Discrimination, Bullying & Harassment Policy 4.14 Whistleblower PHCC Constitution (2018) Age Discrimination Act 2004 (Cth) Associations Incorporation Act 2015 (WA) Disability Discrimination Act 1992 (Cth) Disability Services Act 1993 (WA) Equal Opportunity Act 1984 (WA) Fair Work Act 2009 (Cth) Freedom of Information Act 1992 (WA) Human Rights Commission Act 2005 (Cth) Privacy Act 1988 (Cth) Racial Discrimination Act 1975 (Cth) Sex Discrimination Act 1984 (Cth) Workplace Gender Equality Act 2012 Cth)	
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Introduction

This Policy aims to assist Peel-Harvey Catchment Council (PHCC) to resolve disputes that may arise and provides a mechanism for handling Grievances in an efficient manner that affords natural justice to all parties. PHCC are committed to providing a fair and equitable organisational response to Grievances, and aims to minimise personal and organisational dysfunction arising from unresolved Grievances.

Definitions

For the purposes of this Policy:

'Board of Management' or 'Board' means the Association Members of PHCC and has the same meaning as the word 'Council' in the Constitution

'Complainant' means the person making the complaint or grievance

'Employee' means all paid employed persons in PHCC

'Formal Grievance' means a Grievance that has been presented by the Complainant formally in writing

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'Grievance' means any real or perceived ground for complaint including perceived racial or sexual harassment, discrimination on the grounds of disability, race, religious belief, political viewpoint, sex, marital status or pregnancy; or any other unfair or improper treatment

'Informal Grievance' means a Grievance being voiced that has not proceeded to a Formal Grievance. The grievance may have been formed in writing, however the Complainant has not submitted it as, or under the intent of, a Formal Grievance

'Mediator' means a person independent of the PHCC, for example an Industrial Relations dispute consultant

'Member' means the Association Members of PHCC

'Representative' means Board Members, Employees, Volunteers and Interns.

Policy Statement

PHCC is committed to resolving grievances wherever possible through mediation, consultation, cooperation and discussion. This Policy sets out rights and responsibilities pertaining to all parties in a grievance dispute.

As far as possible, grievances will be dealt with and resolved informally. The formal stage of the process should only be used when the informal stage has failed to resolve the issue or is not making progress at reasonable speed.

Representatives who breach this Policy may be subject to disciplinary action.

General Principles

General principles are:

1. All grievances will be handled with utmost confidentiality. Only people directly involved will have access to information about the complaint
2. All procedures will be impartial. No assumptions will be made and no action will be taken until all relevant information has been collected, investigated and considered
3. PHCC are committed to ensuring that no repercussions or victimisation will occur against anyone who makes a complaint
4. Complaints will be dealt with in a timely manner
5. Seeking redress of a trivial or vexatious issue through a grievance procedure will not be tolerated.

Rights

1 Representatives Making a Complaint:

All Representatives have the right:

- 1.1 To make a complaint to a person at an appropriate level within the organisation

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- 1.2 To have their grievance considered fairly
- 1.3 To keep notes, copies of written documents or diary record of all other details
- 1.4 To seek advice or assistance from a union or professional association
- 1.5 To seek advice from, or complain to, an external body such as the Equal Opportunity Commission.

2 Representatives that are the Subject of a Complaint:

A person who is the subject of a complaint has the right:

- 2.1 To be informed verbally or in writing of what behaviour they are being accused of
- 2.2 To respond to the allegations and cite witnesses if appropriate
- 2.3 To fair treatment and procedures
- 2.4 To be heard by an unbiased person.

Responsibilities

1 Chief Executive Officer:

The Chief Executive Officer will:

- 1.1 Ensure that all Representatives are aware of the procedures set out in this policy
- 1.2 Be responsible for overseeing grievance resolution procedures in relation to the organisations operations.

2 Chairperson and Deputy Chairperson of the Board of Management:

- 2.1 The Chairperson of the Board of Management will:

Investigate any grievance relating to the Chief Executive Officer or a member of the Board of Management.

- 2.2 The Deputy Chairperson will:

Investigate any grievance relating to the Chairperson of the Board of Management.