

Access4u fosters a productive and harmonious working environment where work-related concerns or grievances are managed promptly, impartially and justly.

In the instance where a complaint or dispute does arise, Access4u accepts responsibility to provide employees and volunteers with appropriate ways to resolve such complaints and disputes, with principles of natural justice being applied.

As far as possible, Access4u also commits to a positive outcome and minimising adverse impacts within the organisation. To achieve this:

- concerns should be raised as early as possible
- grievances will be treated seriously, expeditiously, sensitively and as close as possible to their source having due regard to procedural fairness, confidentiality and potential for victimisation
- the principles of procedural fairness will be applied, with staff members having the right to be informed about any grievance that involves them, having the right to be heard by an unbiased decision maker, and having the right to have a witness present
- all parties are required to participate in the grievance resolution process in good faith
- staff are not to instigate grievances that are frivolous or vexatious
- grievances and information arising from the handling of any grievance will be treated confidentially.

Record of policy development

Version	Date approved	Date for review
CCHRGD06052019V3	25/09/24	25/09/2027

Responsibilities and delegations

This policy applies to	CEO, Staff, Volunteers and Visitors
Specific responsibilities	The Board – responsible for ensuring effective and legitimate people and culture governance mechanisms are in place. CEO – responsible for monitoring and ensuring adherence to this grievances and disputes policy and related procedures. Ensuring due diligence and taking reasonable steps to ensure Access4u is meeting relevant standards and legislative requirements. Managers/Staff and Volunteers – responsible for adherence to this and related policies, procedures and forms that support this policy.
Policy approval	CEO

Policy context – this policy relates to:

Standards	NDIS Practice Standards and NDIS Quality and Safeguards Rules.
Legislation	<i>Sex and Age Discrimination Legislation Amendment Act 2011</i> <i>Equal Opportunity Act 1984 (SA)</i> <i>Fair Work Act 2009</i>
Contractual obligations	NDIS Code of Conduct
Organisation policies	Code of Ethics and Conduct Professional Ethics and Conduct

	<p>Conflicts of Interest Whistle-blowers Policy Confidentiality Information Management Policy Privacy Harassment and Bullying Policy</p>
Forms, record keeping, other documents	Staff performance agreement, Code of conduct agreement, Employment contract, Staff confidentiality agreement

Definitions

Grievance: a complaint about any type of work-related problem that is causing distress. The grievance may arise from a decision, act or omission by any person or persons within Access4u, which is considered by the complainant to be wrong, mistaken, unjust or discriminatory.

Procedural fairness: a set of principles that support fair and unbiased resolution of disputes that include a commitment to: treating all parties equally; providing all parties with the opportunity to contribute their point of view; impartial decision making based on consideration of relevant information; adequate notice of hearings and the right to a witness; prompt action; and clear communication about the decision and the reasons for that decision.

Procedures

- All parties will maintain complete confidentiality at all times.
- Staff are encouraged to first discuss the matter with the involved party prior to lodging a formal grievance.
- If the grievance cannot be resolved informally, the complainant should submit written details to their immediate supervisor of their concerns and the grounds for the grievance.
- If the matter involves the employee/volunteer's supervisor, the complainant may discuss the issue directly with the next most senior person.
- The supervisor will initiate an informal meeting with the complainant to discuss the grievance in order to come to a full understanding. The supervisor may request further information which the complainant must provide. The complainant can have an independent witness attend any meetings.
- The supervisor will provide written acknowledgement of the grievance within 7 days of the initial meeting.
- If the matter is about another employee/volunteer, this person will be informed, in writing, within 7 days of the grievance being lodged.
- The supervisor will address the grievance with a view to resolving it within two weeks. This may take the form of the supervisor prescribing the approach to be adopted to address the issues and find a resolution, and specifying any actions to be taken by any party to the grievance.
- If the grievance is not resolved within one calendar month, an external and mutually selected professional mediator will meet with involved parties to investigate and resolve the problem. Possible sources of external mediators include peak organisations, Relationships Australia, and federal and state/territory industrial and anti-discrimination organisations.
- Written documents produced as part of the dispute will be held on a confidential file by the supervisor for a period of twelve (12) months and destroyed if no further conflicts arise.
- The outcomes of a formal grievance process may include (but not be limited to):
 - a verbal or written apology
 - a change in policy or procedure

- changes in work practices
- training of staff
- counselling of staff
- disciplinary action.

End of document
