**[Insert organisation name/logo]**

**GRIEVANCE MANAGEMENT POLICY**

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| **Version number** | **Date of issue** | **Lead author/ reviewer** | **Consultative panel** | **Significant changes on previous version** |
| [Yr/no] | [Date] | [Name/role] | [Name/role/ organisation] | [For example, incorporate changes to new legislation] |
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***Note\*****This policy template has been developed to meet the needs of a diverse range of services and includes items for consideration in policy and procedure.*

***Not all content will be relevant to your service.******Organisations are encouraged to edit, add and delete content to ensure relevancy.***

*NADA does not accept responsibility for the legal accuracy of this template as it applies to your organisation. You are encouraged to seek legal advice if you are unsure about whether your Grievance management policy is in line with your specific organisation’s legal responsibilities.*

*All notes (like this one) should be considered and deleted before finalising the policy, and the contents list should be updated as changes are made and when content is finalised.*

*\*Please delete this note before finalising this policy.*

***Note\****

*To update the contents list when all content has been finalised, right click on the contents list and select ‘update field’, an option box will appear, select ‘update entire table’ and ‘Ok’.*

*To use the contents list to skip to relevant text, use* ***Ctrl and click*** *to select the relevant page number.*

*\*Please delete this note before finalising this policy.*

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# SECTION 1: POLICY FRAMEWORK

## Policy statement

**[Insert organisation name]** is committed to preventing and effectively responding to staff grievances in the workplace. **[Insert organisation name]** is committed to providing appropriate procedures in managing concerns, grievances and disputes by staff, Board members, volunteers and students.

## 1.2 Purpose and scope

This policy covers:

* Concerns and grievances between **[insert organisation name]** staff, Board members (in their capacity as board members at **[insert organisation name]**), students and volunteers.
* Concerns around the behaviour of a staff member, student or Board member not directly impacting on the complainant (e.g. witnessing inappropriate behaviour)
* Concerns and grievances between staff and **[insert organisation name]** members, stakeholders, contractors etc.
* Concerns about a specific policy or decision by the organisation.

This policy does not provide detailed guidance on: 

* Grievance management processes
* Grievances between Board members – refer to [*Governance policy*](file://nadaau/Policy%20Drive/Policies/Governance%20%20Policy/Policy%20in%20use/Governance%20Policy%20Dec%202014%20Vs%201.4.docx)
* Feedback and complaints from clients, stakeholders or contractors- refer to the [*Feedback and complaint policy*](file://nadaau/Policy%20Drive/Policies/Feedback%20+%20Complaints/Policy%20in%20use/Feedback%20and%20Complaints%20Management%20Policy%20VS%202%202015.docx)
* Managing staff performance – refer to the [*Human resources policy*](file://nadaau/Policy%20Drive/Policies/Human%20Resources%20Policy/Policy%20in%20use/Human%20Resources%20Policy%202015%20Vs%201.1.docx)
* Managing misconduct – refer to the [*Human resources policy*](file://nadaau/Policy%20Drive/Policies/Human%20Resources%20Policy/Policy%20in%20use/Human%20Resources%20Policy%202015%20Vs%201.1.docx)
* Diversity, inclusion and discrimination concerns faced by workers- *refer to the Diversity, Inclusion and anti-discrimination policy*
* Bullying and harassment- refer to the *Bullying and harassment policy*

This policy applies to employees of **[insert organisation name].** This policy does not form part of any employee’s contract of employment.

## 1.3 Definitions

|  |  |
| --- | --- |
| **Complainant** | The person raising the concern or grievance |
| **Concern** | A work-related issue raised by an employee, student, volunteer or Board member that may be dealt with informally or recorded with no further action required. |
| **Grievance** | A grievance is any type of problem, concern or complaint related to an employee’s work or the work environment. A grievance can be about any act, behaviour, omission, situation or decision impacting an employee, which the employee believes is unfair or unjust.  A grievance can relate to almost any aspect of employment.  Grievances may relate to:   * Discrimination * Harassment * Bullying * Safety in the workplace * Staff development or training * Supervision * Hours of work * Performance review * Promotion * Wage or salary levels |
| **Respondent** | The person who the concern or grievance is about. |
| **[Insert organisation name] staff** | Comprises of all professional staff employed by **[insert organisation name]**, not including students and volunteers. |

## 1.4 Principles

The following principles guide **[insert organisation name]**’s grievance policy:

* **[insert organisation name]** provides an equitable, inclusive and encouraging workplace without favouritism or patronage.
* **[insert organisation name]** staff, Board members, students and volunteers behave in a professional manner that respects the rights of others as well as recognising and valuing diversity and difference amongst others.
* **[Insert organisation name]** has industrial and legal responsibilities to take all reasonable steps to identify and attempt to prevent and resolve grievances in the workplace.
* Grievance management aims to find an outcome that is satisfactory to all parties and minimises the detriment to relationships.
* **[Insert organisation name]** will not tolerate negative repercussions directed toward the person who has a grievance or makes a complaint.
* Those responsible for managing grievances should have access to training and/or educational resources to enable them to better understand the issues and concerns in the workplace.

## 1.5 Outcomes

The outcome of this policy is that **[insert organisation name]**’s:

* Concern and grievance management is consistent across the organisation, regardless of who is managing the process.
* Grievances are managed equitably and transparently and to the satisfaction of all parties where possible.

## 1.6 Roles and responsibilities

|  |  |
| --- | --- |
| **Board of directors** | * Endorse and ensure compliance with the grievance management policy. * Comply with grievance management procedure * Act as facilitators in resolving grievances as required. |
| **Business services/ management** | * Compliance with the grievance management policy * Act as facilitators in resolving grievances as required.   **CEO/Manager (or as delegated)**   * Identify, prevent and address potential problems before they become formal grievances * Ensure that the grievance resolution process progresses as quickly as possible; * Provide parties with relevant information about the process as it occurs; * Provide appropriate support to the parties throughout the process; * Protect staff members from victimisation, harassment or discrimination; * Base any resolution, decision or action on the best available, relevant information; * Document the process undertaken; * Ensure all staff, Board members, students and volunteers are treated fairly and without fear of intimidation; and * Ensure all staff comply with this policy. |
| **Program services/clinical** | * Compliance with the grievance management policy * Recognise each person’s role in contributing to a positive workplace environment; and * Attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity * Provide all relevant information in a timely manner and, where appropriate, keep records of relevant information and maintain appropriate confidentiality. |

## 1.7 Policy implementation

This policy is developed in consultation with **[insert organisation name]** staff and is approved by the organisation’s Board of Directors. All staff are responsible for understanding and adhering to grievance management policy and procedure. There is to be time allowed in staff meetings where human resource matters can be raised, which may pre-emptively address a potential grievance.

The specific monitoring and support activities undertaken by **[insert organisation name]** are:

* Annual personnel file audit to ensure practice compliance with this policy
* Evaluation of worker’s induction experience
* Evaluation of workers who resign from the organisation
* **[Insert other(s) relevant to the organisation]**.

## 1.8 Risk management

This policy is informed by and complies with relevant legislation, including the Privacy Act 1998 and the Fair Work Act 2009, the Work Health and Safety Act 2011 and Industrial Relations Act 1996 (NSW).

All staff, Board members, students and volunteers are to be made aware of this policy during orientation. Grievances that have been referred or taken to external mediation or arbitration, such as the Industrial Relations Commission or Fair Work Australia, are reported to the Board for notification and/or involvement.

**[Insert organisation name]**’sstaff may access grievance and dispute management professional development as required.

# SECTION 2: REFERENCES

## 2.1 **Supporting documents**

* [Grievance management form](https://nada.org.au/wp-content/uploads/2021/01/1.-HR_Grievances_Grievance-management-form_2017.docx)
* Grievance notice form
* Grievance register

## Related policies

* Diversity, inclusion and anti-discrimination policy
* [Feedback and complaints management policy](file://nadaau/Policy%20Drive/Policies/Human%20Resources%20Policy/Policy%20in%20use/Human%20Resources%20Policy%202015%20Vs%201.1.docx%22�HYPERLINK%20%22file:/NADAAU/Policy%20Drive/Policies/Feedback%20+%20Complaints/Policy%20in%20use/Feedback%20and%20Complaints%20Management%20Policy%20VS%202%202015.docx)
* [Governance policy](file://nadaau/Policy%20Drive/Policies/Governance%20%20Policy/Policy%20in%20use/Governance%20Policy%20Dec%202014%20Vs%201.4.docx)
* [Human resources policy](file://nadaau/Policy%20Drive/Policies/Human%20Resources%20Policy/Policy%20in%20use/Human%20Resources%20Policy%202015%20Vs%201.1.docx)

## 2.3 External resources

* [*Australian Charities and Not for Profits Commission*](https://www.acnc.gov.au/)
* [*Fair Work Ombudsman (for resolving workplace issues)*](https://www.fairwork.gov.au/)
* [*Queensland Law Society (2020) Grievance policy*](https://www.qls.com.au/getattachment/086b2e50-3e7f-491a-9b1f-1b84c463b14b/202003-grievance-policy.pdf)
* [*Fair Work Act 2009*](https://www.legislation.gov.au/C2009A00028/latest/versions)
* [*Privacy Act 1988 (Cth)*](https://www.legislation.gov.au/Series/C2004A03712)
* [*Australian Human Rights Commission Act 1986*](https://www.legislation.gov.au/C2004A03366/2021-09-11/text)
* [*Age Discrimination Act 2004*](https://humanrights.gov.au/our-work/age-discrimination/about-age-discrimination-act)
* [*Disability Discrimination Act 1992*](https://www.legislation.gov.au/C2004A04426/2018-04-12/text)
* [*Racial Discrimination Act 1975*](https://www.legislation.gov.au/C2004A00274/2015-12-10/text)
* [*Sex Discrimination Act 1984*](https://www.legislation.gov.au/C2004A02868/2017-12-09/text)
* [*Work Health and Safety Act 2011*](https://legislation.nsw.gov.au/view/html/inforce/current/act-2011-010)
* [*Industrial Relations Act 1996*](https://legislation.nsw.gov.au/view/html/inforce/current/act-1996-017)