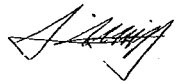
 YMCA We build strong PEOPLE strong FAMILIES strong COMMUNITIES	Management Area: CHILDRENS SERVICES	Pages: [04] Version No: [02] Date: [01/12/2009]
	Sub section (if applicable):	Signed: 
Policy Title: GRIEVANCE PROCEDURES		Author: CHILDCARE TASKFORCE

1. Scope

- 1.1. Staff, management, families & children

2. Policy Statement

The YMCA aims to provide a flexible, harmonious working environment that ensures the rights of employees are met at all times.

3. Related Policies & Procedures/Guidance Notes

- 3.1. Anti Discrimination Policy
- 3.2. Conditions of Employment Policy
- 3.3. Staff Professionalism Policy

4. Responsibilities & Delegations


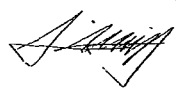
- 4.1. The Childcare Taskforce is responsible for the review of this policy.
- 4.2. The childcare staff & management are responsible for the implementation of this policy.
- 4.3. The families and children are responsible for the support of this policy.

5. Considerations

- 5.1. National Standards
- 5.2. Q&A Principles
- 5.3. Appropriate staff awards

6. Records Maintenance

- 6.1. This policy is to be reviewed annually.

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PROCEDURES

1. General Grievance Procedure

- On commencement all staff will be given the guidelines for grievance procedure, which is found in the induction manual.
- Staff will periodically be offered the opportunity to participate in some form of conflict resolution training.
- All staff and volunteers involved in the grievance should attempt to resolve the issue through informal discussion and use of problem solving techniques.
- Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around the centre in a professional manner.
- Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate. (See Discipline Policy).
- Any problem, complaint or concern arising between staff should be dealt with by the persons concerned as close to the event as possible in order to avoid an escalation of the issue.
- Meetings of staff provide regular opportunities to raise and discuss general issues or concerns about the centre. All discussions will be conducted in a confidential manner and involve only relevant persons. Only when all parties agree there is a benefit, should the discussion broaden to involve children and/or parents as appropriate.
- Either party may withdraw their grievance at any time. However where the grievance identifies other issues of concern, management may decide to investigate those other issues.

2. Formal Grievance Procedure

Where the resolution of a grievance has not been satisfactorily achieved through the informal procedure, then a more formal approach should be taken.


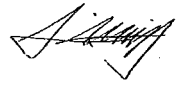
The grievance(s) will firstly be investigated by the Area Manager as appropriate.

The investigation will involve:

- Interviews with both parties an/or witnesses
- Assessment of relevant documentation e.g. job descriptions, policies etc.
- Preparation of a clear description of the issue
- Arranging a formal meeting between parties.

A meeting will be conducted: This meeting will

- Identify the issue(s) of concern and persons who are involved.
- Arrange all parties to be involved and to put forward their views.

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- Identify alternative solutions
- Attempt to reach a mutually satisfactory resolution of the issue(s).

At formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting, but may offer support and advice to their party during the meeting.

A confidential written record of the outcome of the meeting will be given to all participants who are to acknowledge their agreement by signing the record. A signed copy will be kept with staff files.

Management will ensure that outcomes are included in job descriptions or centre policies as appropriate.


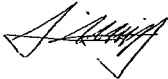
If one party remains dissatisfied with the meeting's outcome(s) then this should be put in writing to the Area Manager asking that the process be reviewed or stating that they intend to pursue the grievance further through other suitable avenues.

NOTE: Where the issue of grievance is between management and staff and concerns standard of work performance or work practice, the the Discipline Policy must be followed.

FILING: Customer feedback and grievance documentation is filed by the Manager in lockable cabinets.

7. Version History

Version	Description of changes	Author	Effective Date
2	Review and update. New format	M. Rupnik	December 2009

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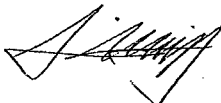
I endorse the Grievance Procedures Policy.

Name: *Maryann Rupnik*
Childrens Services Program Manager

Signature: 

Date: 7 December 2009

Name: *Liam Whitley*
Group Manager

Signature: 

Date: 7 December 2009