

GOLD COAST FAMILY SUPPORT GROUP

Team member grievances

POLICY

Conflict is inherent in all organisations and each team member (whether paid or volunteer) has responsibility for openly acknowledging grievances and utilising the steps outlined below to resolve their grievance.

The aggrieved party shall initially register their issue and attempt to resolve it direct with the person involved. Where this is not possible or the results unsatisfactory then the following procedures should be adopted.

PROCEDURE

1. The grievance is to placed in writing and given to the Manager or Assistant Manager.
2. The Manager/Assistant is to establish whether the aggrieved party has attempted to resolve the grievance in the first instance, directly with the person who is the cause of the grievance, and offer to facilitate this process if it has not occurred.
3. The Manager/Assistant is to establish if the aggrieved party requires an independent mediator. Any costs associated with the involvement of an independent mediator are to be met by the aggrieved party.
4. The Manager/Assistant is to obtain from within the program all records and/or information relevant to the grievance. The information is to be treated in the strictest confidence.
5. The Manager/Assistant is to document all discussions (noting date, time, those present and signatures) pertaining to resolution of the incident.
6. The aggrieved party is to be notified of the outcome of the investigation within 14 days of their written registration of the complaint.
7. If the grievance involves:
 - **criminal offence** - this must be referred to the Manager and Executive Committee and the police
 - **service management** – the team member involved must be notified and a record of the interview kept on the team members file and a report of the grievance and subsequent actions be given to the Manager and the program coordinators directly involved with that team member.

8. If the aggrieved party remains dissatisfied with the outcome at the Manager level, they have the right of appeal to the sub-Management Committee, who repeat steps 3-7.
9. If the aggrieved party remains dissatisfied with the outcome at the sub-Management Committee level they have a right of appeal to the Industrial Relations Commission or other appropriate external organisation.

Until a grievance or dispute is resolved, work shall continue as normal in accordance with the custom/practice existing before the dispute arose, excepting where there is the real threat of danger to individual persons and/or organisation property. Continuance of work by any of the parties involved will not affect the final outcome of the grievance process.

RELEVANT FORMS

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