



5.22 Grievances

Human Resources

Applies to	Last reviewed and version No.	Next review date
Staff, Students, Volunteers	June 2012	TBC - UNDER REVIEW.

CONTACT HUMAN RESOURCES FOR ACCURATE INFORMATION

Policy context (this policy relates to)

Standards or other external requirements	Quality Improvement Council (QIC) Standards: <ul style="list-style-type: none"> • 1.3 Human Resources
Legislation or other requirements	
Contractual obligations	

Policy

VACCA has established a grievance and dispute resolution mechanism so that all staff grievances may be resolved as promptly, fairly and equitably as possible. VACCA acknowledges that the Union and the staff member's representative continue to provide appropriate mechanisms for dealing with grievances between staff and Management, but from time to time, there may be grievances amongst Staff.

The objective of this policy is to avoid and resolve disputes by providing information, consultation, cooperation and negotiation at all times.

Without prejudice to either party involved in the grievance, and except where a genuine safety issue is involved, the parties shall ensure the continuation of work and work practices applied during the operation of the Grievance Procedures are in accordance with the relevant Award or any VACCA workplace policies.

Where a genuine safety issue exists, staff shall not work in an unsafe environment but where appropriate accept re-assignment to alternative suitable work in the meantime.



In the event of any disagreement between the parties as to the interpretation or implementation of these procedures, clarification should be sought from the CEO, Board of Directors, Employer Representative Group (VECCI) or the Union.

All parties involved have the right to seek representation during any stage of this process. If they choose to seek representation, they must inform the other party of this before any meetings are arranged, to allow the other party to also seek representation if they so wish.

Procedures

1. In the event of any matter arising which is deemed to be a grievance, staff shall discuss the matter with their respective immediate Team Leader(s) or the next up line Manager where relevant.
2. The Team Leader(s) shall attempt to resolve the grievance by consulting with both parties involved to clarify and seek agreement on what the issue is about. Once agreement is achieved, the Team Leader(s) shall negotiate with the parties to seek resolution. This procedure may not go beyond the involvement of the CEO or Board of Directors or else it must be referred outside of the organisation.
3. If the matter is not resolved within the organisation, it shall be referred to the Union delegate and or Employer Representative who shall, within 48 hours or as otherwise proposed, arrange a conference of the parties to discuss the matter.
4. If the matter remains unresolved at this level, it shall be referred to a Union branch or national official or their nominee and the Chief Executive Officer or their nominee representative for discussion and appropriate action. There should be equal number of representation for both sides.
5. If the matter is not resolved after steps 1. to 4. have been undertaken, it will be notified to the Australian Industrial Relations Commission or Department of Justice (Disputes Resolution Centre).
6. The Australian Industrial Relations Commission or Department of Justice will make their decisions and/or recommendations to the parties involved.

Documentation related to this policy

Related policies	<ul style="list-style-type: none"> • Code of Conduct
Forms, record keeping or other organisational documents	

Reviewing and approving this policy

Frequency	Policy Sponsor	Policy Committee Approval	CEO Approval
Every 3 years	Corporate Services	TBC	TBC