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| ***POLICY AND PROCEDURE – HR001.5***  ***EMPLOYEE GRIEVANCES*** |

**POLICY STATEMENT**

This Policy and Procedure applies to any grievances of employees.

Community Connection is committed to ensuring that all employees are free to lodge any grievance, to have that grievance dealt with promptly, fairly and without fear of retribution by the organisation. Community Connection have mechanisms in place to promote fast and fair resolution of workplace issues through natural justice processes.

No employee will be intimidated or unfairly treated in any respect when they utilise this Policy to resolve an issue.

It is the responsibility of the Lifestyle Coordinators to ensure that as far as possible they:

* Identify,
* Prevent; and
* Address potential problems before they become formal grievances.

It is the responsibility of employees to ensure that they attempt to resolve any issues at the earliest opportunity with the employee concerned before continuing in the process.

**PROCEDURES**

Community Connection will ensure that all employees are aware of their right to lodge a grievance and to have that grievance heard promptly, fairly and without fear of retribution.

* Community Connection will ensure that all employees are aware that they may have a support person of their choice to support them during a formal Grievance Process.
* All formal avenues for handling of grievances will be fully documented and the employee’s wishes will be considered in the determination of appropriate steps and actions.

To ensure natural justice processes are observed, before the grievance process is invoked:

* The employee will ensure they take their grievance to the person concerned in an attempt to discuss and resolve the issue before it is escalated to the Lifestyle Coordinator and/or the Operations Manager or Strategic Manager.

Step 1

* The employee should approach the person they feel they have a grievance with and discuss what they feel the issue is. If this does not resolve the matter the employee should take it to their Lifestyle Coordinator.
* The employee should approach their Lifestyle Coordinator and advise that they have an unresolved grievance. Should the grievance be in relation to the Lifestyle Coordinator, and the employee does not wish to approach the Lifestyle Coordinator directly, the approach will be made to the Operations Manager and/or Strategic Manager.
* The Lifestyle Coordinator, Operations Manager and/or Strategic Manager will interview both (all) parties to hear all the facts. The interviews will be confidential and be formally documented, and every effort will be made to resolve the grievance at this stage. Step 2 cannot be attended to until step one is completed.

Step 2

* If the grievance is not resolved, the employee will put the grievance in writing to the person with whom they discussed it in Step 1. The grievance will be presented to the Lifestyle Coordinator or in the case of a grievance involving the Lifestyle Coordinator, to the Operations Manager and/or Strategic Manager and in the case of a grievance involving the Operations Manager or Strategic Manager, to the Chairperson of the Board.
* If the grievance is in relation to the behaviours or actions of an employee, that person will be advised of the grievance in writing by the person to whom the grievance was presented, within 48 hours of the grievance being lodged. The advice will include a request for the people involved to attend interviews in order to provide their response to the grievance within five working days.
* The grievance will remain confidential to the aggrieved person, the person who receives the grievance and the person/s who are the subject of the grievance, until a response to the grievance is received from that person. Strategies to resolve the grievance must be initiated no later than seven working days after the receipt of the written grievance.

Step 3

* If the grievance is not resolved at Stage 2, the parties, (the aggrieved employee, the person to whom the grievance was made and the person/s who are the subject of the grievance) will meet and endeavour to agree on an external mediator to work with them to resolve the grievance.
* If the matter remains unresolved after the involvement of an external mediator or if the parties cannot agree on an external mediator, the Board of Management will decide on the issue which shall be a final decision. In the case of the grievance being against the Operations Manager or Strategic Manager, the full Board will make the decision. The decision will be provided in writing to both the aggrieved employee and the person/s who were the subject of the grievance.
* If the aggrieved employee remains aggrieved, they may choose to consult an external organisation for advice and support.

**RESPONSIBILITY FOR IMPLEMENTING POLICY AND PROCEDURE**

All employees.

**RELATED POLICIES, PROCEDURES AND GUIDELINES**

*[Human Services Quality Framework Standards](https://providers.dhhs.vic.gov.au/human-services-standards)*

* Human Services Quality Standard 1 – Governance and Management
* Human Services Quality Standard 5 – Feedback, Complaints and Appeals
* Human Services Quality Standard 6 – Human Resources
* HR001.4 – Dignity at Work
* HR001.13 – Disciplinary Action and Dismissal
* HR001.14 – Employee Privacy
* HR001.22 – Feedback, Complaints and Appeals
* WHS001.4 – Work Health and Safety

**RELATED LEGISLATION**

* Fair Work Act 2009 – (Cth)
* Industrial Relations Act (2016) QLD
* Right to Information Act (2009) QLD
* Social, Community, Home Care and Disability Services Industry Award 2010
* Dispute Resolution Centres Act (1990) QLD

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| **DATE OF BOARD ENDORSEMENT** | 06/02/2019 |
| **LAST REVIEW DATE** | 06/02/2019 |
| **NEXT REVIEW DATE** | This policy and procedure will be reviewed on an 18-month basis.  However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy and procedure will be reviewed immediately and amended accordingly. |