



Thurgoona Community Centre Part B Human Resources Policy and Procedure

8.2 Staff/Volunteer Grievance Policy and Procedure

8.2.1 Staff/Volunteer Grievance Principles

- a) Unresolved issues of dissatisfaction in the work situation can cause frustration and anger and have been shown to be the trigger for industrial disputation and unrest. Thurgoona Community Centre undertakes to provide an effective and acceptable means for employees/volunteers to bring concerns and complaints concerning their work and their well-being at work to the attention of management.
- b) For this reason a grievance procedure has been developed. It should be noted that for Thurgoona Community Centre a *grievance* is defined as any aspect of employment or engagement that an employee or volunteer feels is unjust or unfair, or believes is otherwise unsatisfactory and should be brought to the attention of the Thurgoona Community Centre's management.
- c) Employees/volunteers have the right for a grievance to be heard by management. Employees should also be assured that, when they raise a grievance, it in no way affects the status of their employment/engagement with Thurgoona Community Centre. The aim of the grievance procedure is not to eliminate grievances as such but to provide a prompt, friendly and mutually satisfactory resolution of differences between management and employees.
- d) The procedures adopted by Thurgoona Community Centre are based on the following principles:
 - Confidentiality – only the people directly involved in making or investigating the complaint will have access to the information about the complaint. Documentation relating to a grievance will be kept secure to ensure confidentiality is maintained;
 - Unbiased – both sides will have the chance to put their case and all relevant information will be considered;
 - No victimisation – no action will be taken against anyone for making a complaint or assisting someone to make a complaint;
 - All grievances will be treated seriously and without prejudice;
 - Timely – all complaints will be dealt with as quickly as possible;
 - Preservation of rights – the rights of employee/s or volunteers involved and of Thurgoona Community Centre will be protected;
 - All persons involved in dispute or grievance process have the right to a support person, (including an advocate, friend, relative or industrial representative/delegate).
- e) The object of the procedure is to obtain a complete understanding of the problem and reach an amicable resolution at the lowest level possible in the shortest time. All parties should use the grievance procedures with this aim in mind.

- f) The Management Committee of Thurgoona Community Centre and its individual members shall support the Staff/volunteer Grievance Principles and shall ensure that principle e) is upheld within the organisation and particularly within their own practice. Management Committee members shall not intervene to subvert or circumvent the established grievance procedure.
- g) Notwithstanding the above, Thurgoona Community Centre is not bound to pursue complaints that have been determined by the Facility's Coordinator to be vexatious, vindictive or without substance. If the complaint is about the Facility's Coordinator, the matter will be handled by the Management Committee.

8.2.2 *Staff/Volunteer Grievance Procedure*

The following staff/volunteer grievance procedure specifies the procedures staff/volunteer can follow if they have a grievance with aspects of their employment conditions, their supervisor or the Management Committee of the Thurgoona Community Centre.

- a) The person with the grievance should take up the matter with the person concerned or with their supervisor, within two working days of its occurrence.
- b) If the grievance is with another employee or volunteer and the matter cannot be satisfactorily resolved between them, the grievance should be reported to the immediate supervisor, using the *Staff/volunteer Grievance Report* form (Forms B-F005). Alternatively the supervisor, when informed, is to record the matter on the Grievance Report Form.
- c) In the event that the grievance relates to the supervisor, the grievance should be taken up with the Facility's Coordinator. If the grievance relates to the Facility's Coordinator the matter should be taken up with the Vice-Chair of the Management Committee or another nominated Executive Committee member who is not the Chair (then proceed to Step g).
- d) The staff/volunteer member will be given an opportunity to discuss the matter fully and Thurgoona Community Centre the position handling the grievance at this stage will fully investigate the issue and hear all sides of the dispute prior to making a decision.
- e) The person handling the grievance will provide a response in writing within usually two weeks.
- f) If the problem is not resolved in Step c) the employee/volunteer may put the issue in writing to the Facility's Coordinator and request that the issue be raised with the Management Committee at the next meeting. The Management Committee shall make a decision on the issue by the next meeting. The employee/volunteer shall be advised within usually seven days of that meeting in writing.
- g) If the problem is not resolved in Step f), the employee/volunteer may attend a meeting of the Executive Management Committee and shall be entitled to address that meeting. The employee/volunteer may be accompanied by a representative of their choice. The employee/volunteer may request that their supervisor (or the Facility's Coordinator) not be present while they address the meeting. The Management Committee shall fully investigate the issue and hear all sides of the dispute prior to making a decision. The Management Committee shall advise the employee/volunteer of their decision within seven days after the meeting. The decision of the Management Committee is final.
- h) The employee/volunteer may receive advice from any relevant external agency. If there is no conciliation further actions are available as set out in the Grievance Procedure Manual.

9.11 Discrimination and Harassment

9.11.1 Thurgoona Community Centre is committed to promoting a workplace environment free of discrimination and sexual harassment. The Discrimination and Harassment provisions of the *Staff/volunteer Code of Conduct, Section 7.2, Part B: Human Resources* Thurgoona Community Centre's Policy and Procedures Manual relates to both paid and unpaid staff/volunteer.

9.12 Travel and Out-Of-Pocket Expense Reimbursement

9.12.1 Volunteers are entitled to claim reimbursement for the cost of travelling and out-of-pocket expenses occurred as a result of conducting Thurgoona Community Centre business only after approval has been obtained from Facility's Coordinator prior to incurring any such expense. Volunteers will not be reimbursed for their travel costs from their home to the Centre.

9.12.2 Travel costs will be reimbursed as follows upon receipt of an appropriately filled out *Expense Claim Form* (Forms B-F006) countersigned by the Facility's Coordinator:

- Travel by car – mileage at the current SACS rate (Modern Award).

9.12.3 Reasonable out-of-pocket expenses will be reimbursed on presentation of the appropriately receipts with prior approval with the Facility Coordinator. Please ensure that only the items requiring reimbursement are on the receipt.