

Grievance Policy

Policy Statement

commUnity+ is committed to maintaining a respectful, inclusive, and safe environment for all Board members, employees, contractors, and volunteers. This policy is designed to provide how disputes or grievances involving Board members, employees, contractors, and volunteers not able to be resolved through respectful discussions, will be resolved.

Child Safety Statement

Comm Unity Plus Services Ltd commits to the safety of children and young people in all that we do. It is the responsibility of all members of our team.

We understand that we have a responsibility to uphold the safety and wellbeing of children and young people who come in contact with us, our team and services. Their safety and wellbeing will always be our first priority.

We will always act promptly when we learn that a child is at risk.

Purpose

The purpose of the policy is to set out the mechanism for the resolution of disputes or grievances involving Board members, employees, contractors and volunteers that are unable to be resolved through respectful discussions. The policy aims to ensure that all grievances are heard, investigated, and resolved in a timely and efficient manner while maintaining the integrity of commUnity+ services.

Authorisation and Responsibility

Level	Position
Authorisation	Board
Responsibility for implementation	Senior Leadership Team

It is the responsibility of the Chair, and Senior Leadership Team to ensure that:

- Board members, employees, contractors, and volunteers are aware of this policy
- Disputes are handled respectfully, confidentially, and in accordance with natural justice.

Scope

This policy applies to all commUnity+ Board members, employees, volunteers, or contractors that have a grievance with any Board members, employee, volunteer or contractor at commUnity+. Any grievance raised by Board members, employees or volunteers must be in accordance with this policy and the Constitution.

Policy

Where possible disputes will be resolved by mediation.

Confidentiality

The confidentiality of the grievance process must be always maintained. Information about the grievance and its resolution should be disclosed only to those who have a need to know.

Time Limits

Board members, employees, contractors, and volunteers must raise their grievances as soon as possible after the issue has arisen. The grievance should be raised within 90 days, if reasonable, of the date of the incident or occurrence.

Reporting

Board members, employees, contractors, and volunteers can raise their grievances by either sending a written letter to the Chair of the Board, CEO, Head of People & Culture or any Leadership Team member or by speaking to them in person. If the grievance is against the Chair or CEO, the grievance should be raised with the Deputy Chair.

Investigation

The Chair, CEO, Deputy Chair, or Head of People & Culture will investigate the grievance within 30 days of receiving it. The investigation may involve gathering information and interviewing relevant parties. If the grievance is against the Chair, CEO or Deputy Chair, the Board will identify an appropriate member of the Board to conduct the investigation (Investigator). If the grievance is against the Head of People & Culture, the General Manager Shared Services will conduct the investigation.

Resolution

The Investigator will make a recommendation for resolution within 15 days of the conclusion of the investigation. The recommendation will be reviewed and approved by the Board, CEO or General Manager of the particular program.

Appeal

If the Board member, employee, contractor, and volunteer whom the grievance is against is not satisfied with the resolution, they may request a review by the Board or CEO. The request for review must be made within 30 days of the resolution.

Retaliation

commUnity+ prohibits retaliation against any Board members, employees, contractors, and volunteers who raise a grievance in accordance with this policy.

Review

This policy may be revised or amended at any time by the Board members to ensure that it remains current and relevant.

Activities	Frequency
Review	Annually

Related Documents

Legislation:	- Corporations Act 2001
Standards and Guidelines	- ASIC – Managing Conflicts
Organisational Documents:	- Constitution - Board Charter - Code of Conduct Policy - Workplace Bullying, Harassment and Violence Policy - Glossary of Terms

Version Control

Version	Code Type	Change	Authorised	Date
1	NA	Retired the following documents into this document: - Management complaints	Board	8 March 2023
2	POL016	Initial Draft after amalgamation	Governance Committee	8 March 2023
2.1	POL016	Reviewed and amalgamated with the organisation Grievance and Dispute Resolution Update after Governance Committee Reviews per March 2023 minutes	Board	17 April 2023