

5.c	STAFF/VOLUNTEER GRIEVANCE, COMPLAINTS & DISPUTES PROCEDURE
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Applies to: All staff
Specific responsibility: HECIS Co-Ordinator

Version: 1
Date approved: 5.8.14
Next review date: Aug 21

At times issues may arise between staff and between staff and management that require official procedures in order to resolve. Employees/volunteers are encouraged to first discuss matter with the involved party prior to lodging a formal grievance.

The HECIS Co-Ordinator and staff to be guided by the 5.12 HECIS Staff/Volunteer grievance, complaints and disputes policy.

PROCEDURE for Staff/volunteer complaint

- Step 1** The Staff member to provide written details of his/her concerns to the HECIS Co-Coordinator who records the complaint in the Complaints register at the HECIS office.
The HECIS Co-Ordinator will initiate a formal meeting with the complainant to discuss the grievance and seek further information (if required) and otherwise ensures that confidentiality is maintained.
The complainant may have an independent witness attend any meetings.
- Step 2** The HECIS Co-Ordinator will provide written acknowledgment to the complainant of the grievance being lodged.
If the matter is about another employee/volunteer this person will also be notified, in writing.
...within 7 days
- Step 3** the HECIS Co-Ordinator to address the issue. This may take the form of prescribing certain actions to be adopted to address the issue and find a resolution.
...within 14 days
- Step 4** If the grievance is not resolved, a mutually selected external mediator will meet with the involved parties and investigate and resolve the problem.
Possible sources of external mediators include the Executive Management members, peak organisations, Relationships Australia, Equal Opportunities Commission.
...within 1 month

Written documents produced as part of the dispute to be held in a confidential file by the HECIS Co-Ordinator for a period of 12 months and destroyed in no other conflicts arise.

PROCEDURE for complaint about the HECIS Co-Ordinator

If the matter involves the HECIS Co-Ordinator, the complainant should deal directly with the President who will follow the above procedures step 1 to 4, assuming the role of the HECIS Co-Ordinator.

HECIS: STAFF/VOLUNTEER GRIEVANCE, COMPLAINTS & DISPUTES PROCEDURE

DOCUMENTATION

Documents related to this procedure	
Related policies	Staff/Volunteer grievance, complaints & disputes
Forms, record keeping or other organisational documents	Complaints register

Reviewing and approving this procedure		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Procedure review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	26.8.15	HECIS Co-Ordinator	Aug 2016
2	8.8.16	HECIS CoOrdinator	Aug 2017
3	16.8.17	HECIS CoOrdinator	Aug 2018
4	11.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

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