



Staff/Volunteer Dispute and Grievance Policy Procedure

Version: 1.0

Date approved: 02/06/2018

Date of review: 02/06/2020

Authority to amend: Board

Related documents

National Standards for Volunteer Involvement

Formal Grievance Resolution Procedure - Staff / Volunteers

The purpose of this policy is to provide an avenue through which employees and volunteers can resolve work-related complaints as they arise. This policy applies to all employees and volunteer workers. The policy does not apply to student placements.

Employees and volunteers have the choice of utilising either an informal or formal internal resolution process, or engage in external resolution processes.

Informal processes:

- the method of resolution is unstructured
- the emphasis is on resolution, not substantiating the grievance
- formal records are not necessary, unless requested by the parties involved
- corrective measures to resolve the situation are ideally gained through consensus.

Formal processes:

- the method of resolution is structured
- as well as resolution, the grievance may be judged to be substantiated or not
- written records are required
- the Manager or Board Chairperson may direct that certain action be undertaken to resolve the situation.

It is the responsibility of the person receiving a formal complaint to ensure that any grievance is handled in accordance with the EliteCare dispute resolution principles and all parties are treated fairly. It is the responsibility of employees and volunteers to ensure that they attempt to resolve grievances in good faith, at the earliest opportunity and informally in the first instance, where possible and appropriate.

No employee or volunteer will be intimidated or unfairly treated in any respect if they utilise this policy to resolve an issue.



Employees and volunteers have a right to a support person at any stage of the grievance resolution process.

All parties must maintain the highest standards of confidentiality. Whilst absolute confidentiality cannot be guaranteed in all circumstances, all parties should be aware of the circumstances where information confidential to the process will be divulged to another party.

EliteCare will provide a formal resolution mechanism to work-related complaints from employees and volunteers through the *Grievance Resolution Procedure*. The goal of the procedure is to promote fast and efficient resolution of workplace issues so that issues can be resolved to satisfaction.

Dispute resolution principles

- Every attempt will be made to resolve disputes at the lowest possible level.
- If the dispute cannot be resolved informally, a more formal approach may be instigated.
- All parties involved will maintain the highest level of confidentiality.
- All parties will be given the opportunity to be heard.

Management of formal grievances

Formal grievances from employees and volunteers should be made to the Manager, who will oversee the dispute resolution procedure. If the grievance is with the Manager, the Chairperson of the Board will receive the complaint and oversee the dispute resolution procedure.

Dissatisfaction with the *outcome* of a dispute resolution process is not in itself grounds for further complaint, unless the complainant is unhappy with the *manner* in which the grievance was dealt with.

Nothing in this policy precludes an employee or volunteer seeking redress through external dispute resolution mechanisms at any time.