

GRIEVANCE POLICY

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Grievance Policy

If an employee, volunteer, independent contractor and subcontractor (collectively, **Workers**) working for Five Good Friends (the Company) or Member genuinely and reasonably believes that they have been subject to some disadvantage or unfair or inappropriate treatment due to some form of inappropriate conduct by one or more other person, they can raise a grievance and expect that it will be addressed in a fair and reasonable manner. Members or workers can provide feedback about their service or experience at any time.

This policy explains how to raise a grievance and how the Company will respond.

The policy does not form part of the terms and conditions of any contract between the Company and any person working for it. Our compliance with this policy does not affect any obligations owed by us under those contracts.

Nothing in this policy prevents us from acting in relation to any misconduct or alleged misconduct committed by a person working for the Company.

If the grievance relates to workplace bullying, unlawful discrimination or sexual harassment, it may be more appropriate to make a complaint under those policies.

1. General Principles

This business is committed to dealing with any grievance and feedback as promptly and confidentially as possible, professionally and with sensitivity.

A person who raises a grievance or provides feedback will not be subject to any disadvantage in their relationship with this business by reason of doing so.

When responding to a grievance or feedback, the Company will ensure the aggrieved person is not subject to discrimination, victimisation or harassment by reason of raising the grievance.

2. Grievance Procedure

➤ *Raise the grievance informally*

An aggrieved person must first raise the grievance with their manager. If the grievance concerns that person, the grievance may be raised with the employee's next most senior manager or the Human Resource Department.

The grievance should be discussed on an informal basis. The manager may involve other persons in that discussion if they believe that involvement will assist in the resolution of the grievance (taking into account the views of the aggrieved person as to whether that involvement might assist).

➤ ***Formalise the grievance***

Where the grievance cannot be resolved through informal discussion, the aggrieved person may formally ask the Company to take action to resolve the grievance.

Formalising a grievance requires the aggrieved person to detail the grievance in writing, stating relevant facts and outlining what the aggrieved person seeks in order to resolve the grievance.

➤ ***Resolve the formal grievance***

A suitable person should be appointed to resolve the formal grievance. This must be a person who can act fairly and impartially. Ordinarily, this would not be a person responsible for the day-to-day management of the aggrieved person. It may include a suitably qualified external consultant.

The person appointed to resolve the formal grievance will generally afford the aggrieved person a fair and reasonable opportunity to provide information relevant to resolving the grievance.

This might involve:

- convening a conciliation or mediation involving the aggrieved person and other relevant parties;
- undertaking an investigation to determine whether the facts alleged as part of the grievance are substantiated; and
- issuing a recommendation to the Company to implement certain measures to address the grievance.

3. Frivolous or Vexatious Grievances

If a person makes a grievance without a genuine belief in the truth of the matters they are reporting, they may be subject to disciplinary action.

4. Related Policies

- Code of Conduct
- Privacy Policy
- Whistle-blower Policy
- Equal Opportunity, Discrimination and Harassment Policy
- Sexual Harassment Policy
- Workplace Bullying Policy

If you have any questions regarding this Policy, please contact

- Nathan Betteridge – Chief Operations Officer
- Julia Lawrence – Head of Care and Member Services

5. Approvals and Contacts

Grievance Policy Updated August 2017
Date adopted: August 2017
Applies to: All Five Good Friends staff, volunteers, contractors, sole traders and others

Director: Simon Lockyer	Signature: 
Date Authorised: August 2017	Next Review Date: August 2018
Endorsed by: Head of Care and Member Services	