

Grievance Policy

At a Glance

If an employee, volunteer, independent contractor or subcontractor (collectively, workers) working for Five Good Friends or a 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.

Scope

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

Objective

To ensure an open supportive response to resolving grievances between two parties in Five Good Friends.

Definition

- Grievance – a formal complaint about something believed to be wrong or unfair.

Policy Statement

- 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 us by reason of doing so.
- When responding to a grievance or feedback, we will ensure the aggrieved person is not subject to discrimination, victimization or harassment by reason of raising the grievance.

Approach

- Raise the grievance informally.

Address

Level 2, 179 North Quay, Brisbane QLD 4000

Phone

1300 787 581

- 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 Five Good Friends 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.
- 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.

References and Related Documents

Five Good Friends

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

- Workplace Bullying Policy

External

- N/A