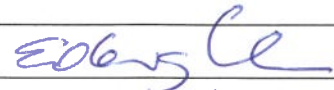


## POLICY

<b>Title:</b>	<b>COMPLAINTS AND GRIEVANCE</b>
<b>Section:</b>	<b>Administration: Work Health &amp; Safety</b>
<b>Version Number:</b>	<b>3</b>
<b>Approval</b>	<b>CEO</b>
<b>Signature</b>	
<b>Date:</b>	<i>28 August 2020</i>
<b>Review Date:</b>	<b>2 years from date of approval</b>

### 1. INTENT OF POLICY

Volunteering SA&NT is committed to achieving and maintaining an environment that is positive, productive and harmonious and where work-related concerns or grievances are managed promptly, impartially and justly.

In the instance where a complaint or dispute does arise, VSA&NT will provide employees and volunteers with appropriate ways to resolve such complaints and disputes, with principles of natural justice being applied.

VSA&NT welcomes constructive feedback from clients, Members, the workforce and any other relevant stakeholder, and will use such feedback as an opportunity for improvement.

### 2. POLICY STATEMENT

As far as possible, VSA&NT also commits to a positive outcome and minimising adverse impacts within the organisation. To achieve this VSA&NT will ensure:

- fair, impartial, just and confidential handling of all complaints and grievances
- all clients and workforce have access to the Complaints and Grievances Procedure and action is taken according to VSA&NT policies and procedures
- all parties are protected from victimisation or discrimination
- grievances will be treated seriously, expeditiously, sensitively and as close as possible to their source having due regard to procedural fairness, confidentiality and potential for victimisation
- the principles of procedural fairness will be applied, with workforce members having the right to be informed about any grievance that involves them, having the right to be heard by an unbiased decision maker, and having the right to have a witness present
- all parties are advised that they are required to actively participate in the grievance resolution process in good faith and make themselves available to participate in relevant discussions and meetings to resolve the grievance
- complainants are advised that grievances and accusations cannot be false and/or misleading, malicious, frivolous or vexatious
- grievances and information arising from the handling of any grievance will be treated confidentially

- Complainant/s and Respondent/s are able to be represented by an advocate, at their own expense
- all complaints and grievances will be documented and stored appropriately.

Volunteering SA&NT, clients, Members, the workforce and stakeholders are required to raise complaints and grievances with Volunteering SA&NT at an early stage and in a timely manner (within 3 months of the incident occurring or the issue arising) to enable rapid resolution.

Volunteering SA&NT acknowledges that all constructive feedback is welcome about its services, programs and workforce. Complaints and grievances that are reasonably deemed by the CEO and/or Board to be malicious, vexatious or frivolous will not be subject to this policy.

Complaints & Grievances not related to VSA&NT that are about external matters or parties are not dealt with under this policy.

### 3. LEGISLATION

Age Discrimination Act 2004 (Cth)

Disability Discrimination Act 1992

Disability Discrimination and Other Human Rights Legislation Amendment Act 2009

Australian Human Rights Commission Act 1986

Racial Discrimination Act 1975 (Cth)

Sex Discrimination Act 1984 (Cth)

Competition and Consumer Act 2010 (Cth)

Fair Trading Act 1987 (SA)

Equal Opportunity Act 1984 (SA)

Anti-discrimination Act 1996 (NT)

Consumer Affairs and Fair Trading Act 1990 (NT)

Work Health and Safety Act 2011 (WHS Act 2011)

Workplace Gender Equality Act 2012

Fair Work Act 2009 (Cth) (FWA 2009)

Privacy Act 1988 (Cth)

The Racial Vilification Act 1996 (SA)

### 4. DEFINITIONS

**Complaint** – a statement outlining a situation/something that a complainant believes unacceptable or in breach VSA&NT processes or responsibilities

**Complainant/s** – the aggrieved person/people (may not be the person or people who initiated complaint or grievance)

**Grievance** – any issue that causes a workforce member to feel aggrieved, such as:

- anything done, or not done, by management, another member or members of the workforce, or contractors, customers or visitors to the workplace;
- discrimination;
- harassment;
- bullying;
- any other employment-related decision or behaviour;

**Procedural fairness** – a set of principles that support fair and unbiased resolution of disputes that include a commitment to: treating all parties equally; providing all parties with the opportunity to contribute their point of view; impartial decision making based on consideration of relevant information; adequate notice of hearings and the right to a witness; prompt action; and clear communication about the decision and the reasons for that decision.

**Respondent/s** – person/s required to respond to the complaint.

**Workforce** – Employees and volunteers who undertake work within, and at the direction of, Volunteering SA&NT, including Board and Committee members.

## **5. REFERENCES**

Client Complaints and Grievance Procedure

Workplace Complaint and Grievance Procedure

Volunteer Involvement Procedure

Code of Conduct

Beliefs and Values Statement

Volunteering SA&NT Constitution