
1. POLICY

1.1 Policy Statement

Nambucca Heads RSL Club is committed to providing a productive and harmonious work environment for all Employees, Volunteers, Contractors and Visitors. Everyone at Nambucca Heads RSL Club has the right to fair and consistent treatment of complaints.

This policy also aims to maintain effective working relationships by ensuring that grievances are handled quickly, with minimum distress and maximum protection to all parties, thereby preventing the escalation of minor problems or grievances.

1.2 Purpose

This policy sets out the procedures for lodging a grievance, determining whether a grievance has substance, and the appropriate course of action to take.

1.3 Scope

The Grievance Policy and Procedure applies to all Nambucca Heads RSL Club Employees, Volunteers, Contractors and Visitors.

2. DEFINITION:

This policy covers any work-related grievances, which can be any type of problem, concern or complaint which has resulted from unreasonable treatment from Nambucca Heads RSL Club where you wish to bring the grievance to the clubs attention for action or response

There are two (2) types of work-related grievances, those involving:

- Behaviour which does not breach any laws or legislation, for example, interpersonal conflicts, personal issues or work practices.
- Potentially unlawful behaviour such as Harassment and Bullying which is covered by legislation and will determine how the grievance is handled.

This distinction is important because it determines how grievances need to be dealt with and the extent and type of documentation required.

3. PROCEDURE:

3.1 Commencing the grievance process

You are encouraged to discuss the matter verbally with the Assistant Manager and / or Chief Executive Officer prior to commencing the complaint process in order to be advised on the most appropriate course of action.

3.2 Informal

- You are encouraged to discuss the grievance with the relevant Manager / Supervisor in an attempt to resolve the matter. You can request the Assistant Manager and / or Chief Executive Officer to be present to assist in resolving the matter.
- You need to ensure that the nature of your grievance is clear and is supported by specific examples, dates, times and witnesses.
- Ensure your Manager / Supervisor understands the nature of the grievance and that they take action to resolve the grievance in a confidential and timely manner.

3.3 Formal

Failing resolution through the informal process, you may be required to submit the grievance in writing to the Assistant Manager and / or Chief Executive Officer and is to be supported by specific examples, dates, times and witnesses. The complaint will be dealt with empathetically and in a confidential manner.

The grievance will be investigated and if substantiated, appropriate disciplinary action such as Verbal Warnings or Written Warnings. In serious cases appropriate action may result in termination.

3.4 Investigation

Once a formal complaint is made, action will be taken to investigate the matter in confidence and report on the findings.

The staff member, which the complaint is made against will be advised in writing the nature of the complaint, be issued a copy of the complaint and be advised of a meeting date to discuss their actions and response.

The Assistant Manager and / or Chief Executive Officer will interview you, any witnesses and the person whom the complaint is made against.

The outcome of the investigation will be confirmed in writing to both parties. A copy of the outcome and any other supporting evidence will be held on file, in confidence, by the Assistant Manager.

3.5 Possible Outcomes from Investigation

- A mutually acceptable resolution is achieved through conciliation or mediation
- You receive an apology, and / or the performance or behaviour identified in the grievance is immediately modified
- Instances where the facts surrounding a grievance cannot be substantiated no further action will result
- In cases where the facts are substantiated and circumstances warrant, the club's disciplinary process will be followed, this may result in Verbal or Written Warnings and in serious cases, termination.

3.6 Right of Appeal

If unsatisfied with the outcome of a grievance you can pursue the grievance through other internal or external processes. Internally you can ask for the complaint to be reconsidered by the Board of Directors. Request for consideration should be made within five (5) days of receiving first notification of the outcome. The Boards decision will be advised in writing, to both parties and will be final.

If you are still not satisfied with the outcome and the way Nambucca Heads RSL Club has handled the complaint process, you can seek further advice from an external agency such as the Commonwealth Human Rights and Equal Opportunity commission and / or the NSW Anti-Discrimination Board.

4. ACCOUNTABILITIES:

As a part of the Grievance Handling Procedure we all have a responsibility to contribute to the achievement of a productive, harmonious, safe and equitable work environment at Nambucca Heads RSL Club and in particular the responsibilities detailed below;

4.1 Chief Executive Officers, Managers, Supervisors

- Respond appropriately to grievances and managing the process according to Nambucca Heads RSL Club principles, industrial agreements and procedures
- Respond appropriately to equity – related grievances to eliminate and prevent Discrimination, Harassment and Bullying in the workplace
- Forward any grievances that may result in disciplinary action to the Assistant Manager and / or Chief Executive Officer
- Avoid discussing or reporting a grievance to any other areas / persons other than the Assistant Manager and / or Chief Executive Officer

4.2 Employees, Volunteers, Contractors and Visitors raising a Grievance

- Participate in the grievance process in good faith
- Cooperate fully in the investigation process
- Avoid making misleading complaints or raising grievances with malicious intent. Anyone who is proven to have provided false or misleading complaints will be dealt with in accordance to Nambucca Heads RSL Club disciplinary procedures
- Avoid discussing or reporting a grievance to any other areas / persons other than Assistant Manager and / or Chief Executive Officer

Board Members

- Respond appropriately to grievances and participating in the grievance process according to Nambucca Heads RSL Club principles, industrial agreements and procedures
- Forward any initial grievances raised, to the Assistant Manager and / or Chief Executive Officer for investigation
- If an appeal is lodged to the Board for further investigation, advise the Assistant Manager and / or Chief Executive Officer of the outcome

This policy is endorsed by the Board and Chief Executive Officer of Nambucca Heads RSL Club.

This policy is to be reviewed no later than January 2021.

Chief Executive Officer – Wendy Mills

Date:

President – Terrie Hyslop

Date: