

Capricorn Citizen Advocacy

STAFF GRIEVANCE PROCEDURE

Procedure number:	6.5.1.0	Approved by Management Committee:	27 March 2024
Version:	4.0	Signed off by Executive:	27 March 2024
Responsible person:	Coordinator	Scheduled Review Date:	27 March 2027

Purpose

Everyone who has a relationship with Capricorn Citizen Advocacy has the right to expect fair and just treatment, and to complain if they consider that this has not occurred.

Procedure

This procedure is applicable in the following circumstances:

- A grievance between members of staff;
- A grievance between a member of staff and a member of the Management Committee.

All people notifying that they have a grievance will be thanked for bringing the matter to the program's attention, and assured of the following:

1. Any person involved in a grievance is welcome to have a representative assist them with all aspects of the process.
2. Grievances are taken seriously by Capricorn Citizen Advocacy and handled within speedy timeframes.
3. Upon receipt of any grievance, the complainant will be offered a copy of [6.5.0 Staff Grievances Policy](#) and this procedure (in appropriate formats) and will be asked to discuss the matter directly with the person with whom they have the grievance.
4. If the complainant requires assistance to do this, such assistance will be offered by Capricorn Citizen Advocacy, and will usually involve a member of the Management Committee providing this assistance.
5. All grievances, regardless of how or by whom they are received, are to be referred immediately to the Co-ordinator who will consult with the President of the Management Committee regarding action to be taken. If the complainant perceives that either the Co-ordinator or President has a conflict of interest, they may choose to take the grievance to another member of the Committee.

6. If the grievance is a criminal matter, then the complainant will be advised to contact the Police immediately and the person who receives the grievance is to immediately notify the President of the Management Committee, and if unable to do so, should contact the Vice President or another member of the Management Committee.
7. If the grievance is not readily resolved, then the President is to call a special meeting of the Management Committee to discuss the grievance.
8. The Management Committee will convene a Staff Grievances Panel which shall be charged with seeking resolution of the grievance and carrying through the decisions of the Management Committee.
9. The Staff Grievances Panel shall comprise a minimum of two people and a maximum of four people. At least one person must be independent from the program, and the others shall be members of the Management Committee or persons appointed by the Management Committee (all must be free from any conflict of interest). The Chairperson of the Staff Grievances Panel shall be a member of the Management Committee and may be male or female if there is an actual or perceived preference on the part of the complainant.
10. The Staff Grievances Panel is to keep the President informed of its actions and the progress made towards resolution of the grievance.
11. The procedure shall be as informal as possible and shall allow the complainant to be empowered to participate in the process of resolving the grievance. In that regard, the persons charged with resolving the grievance shall, as far as this is possible, avoid discussion of the matter in the absence of the complainant who shall, in any event, be kept informed by those persons of any matter concerning the grievance.
12. Complainants will be notified (by phone if possible) of the receipt of their grievance as soon as possible after its receipt (but within 3 working days), and at that time advised what action is in progress, along with an approximate time of when they should receive an initial response.
13. The member of staff will again be notified of the attempts made for resolution within 5 working days after having received the grievance, or within 2 working days after a special Management Committee meeting has been convened. If the grievance cannot be resolved within this timeframe, the complainant will continue to be informed of the steps being taken to achieve a resolution, in periods not exceeding 5 working days.
14. Staff will be kept informed of all action taken by Capricorn Citizen Advocacy in addressing the grievance and will be notified of the final outcome.
15. If the grievance is not resolved, the Staff Grievances Panel may refer the complainant on to an independent body eg. Dispute Resolution Centre of Qld, private solicitor, a trade union or Fair Work Australia.
16. Any costs incurred by members of staff in accessing any external process or representation must be paid for by the staff concerned.
17. A "Record of Grievance" will be kept about every grievance. The Staff Grievances Panel has responsibility for documenting all efforts and action related to the grievance, unless the Co-ordinator or President has handled the grievance without the need to convene such Grievances Panel. All records related to grievances will be securely stored with this "Record of Grievance" within office records. See [Form 6.5.1.1 Grievance Record Form](#).
18. The Management Committee is to be kept fully informed of all progress made towards resolving grievances and shall retain its ultimate right to do all things possible to achieve a satisfactory outcome to any grievance.

19. The Staff Grievances Procedure shall be explained to all new staff, members of the Management Committee, and regular refreshers shall ensure these parties have current knowledge of the policy and procedures.

Timeframes for Dealing with Complaints

Stage of Grievances Procedure	Required Timeframe
1. Staff will be notified (by phone if possible) of the receipt of their grievance as soon as possible after its receipt and advised what action is in progress, along with an approximate time of when they should receive an initial response.	Within 3 working days
2. Staff will be notified of the attempts made for resolution after having received the grievance.	Within 5 working days
3. Staff will be notified of the attempts made for resolution after a special Management Committee meeting has been convened.	Within 2 working days
4. If the grievance cannot be resolved within the timeframes stated in 2 and 3 above, the complainant will continue to be informed of the steps being taken to achieve a resolution.	In periods not exceeding 5 working days.

Related Documents

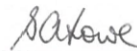
- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Policy 6.5.0 2. Form 6.5.1.1 | <ol style="list-style-type: none"> Staff Grievances Policy Staff Grievance Record Form |
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References

1. [Anti-Discrimination Act 1991 \(Qld\)](#)
2. [Fair Work Act 2009 \(Cth\)](#)

Ratification

This policy was adopted by Capricorn Citizen Advocacy’s Management Committee at its meeting held on 27 / 03 / 2024.

SIGNED:
President

SIGNED:
Secretary

27 / 03 / 2024
(Date)

27 / 03 / 2024
(Date)