## S18: STAFF GRIEVANCE PROCEDURE

**POLICY**

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| Community Gateway will ensure that any conflict, grievance, dispute or complaint within the service will be handled competently, fairly and quickly. Adequate disputes handling will protect the clients and the standard of the service, and promote a healthy work environment. |

**PROCEDURE TO RESOLVE STAFF CONFLICT, GRIEVANCES, DISPUTES AND COMPLAINTS**

1. If a staff member has a conflict, dispute or complaint with the conduct of another staff member they should speak to the other staff member in private. They should discuss the issue to identify each other’s perspective and concerns in an open, frank and candid manner. They should try to negotiate a mutually satisfactory solution.
2. If either of the staff members remains dissatisfied with the outcome of step 1 of the process the matter should be referred to the Director or the CEO (if the former are unavailable) as soon as possible for their attention.
3. If a staff member has a grievance about their employment conditions, or the actions or decisions of a management team member, or the Board of Management, then:

a) They should raise this issue with their Director or the CEO (if the former is unavailable) as soon as possible. The staff member may be asked to put their grievance in writing to ensure the issue is clearly understood. The issue should be discussed as soon as is reasonably practical.

b) The Director or the CEO should respond to the grievance within 48 (business operating) hours of the above discussion, or at a mutually agreed future time.

c) If there is no response within the 48 hours or the agreed period, or if the staff member regards the response as unsatisfactory, they should raise the matter with one of the nominated Board of Management members as soon as possible.

d) The Board member will discuss the matter as soon as possible with the staff member. The Board member may need to consult with other Board members before responding to the grievance. The response must be made within one week of this discussion.

e) If the staff member regards the response as unsatisfactory they have the right to pursue the matter through the appropriate industrial relations channels.

The abovementioned discussions between staff members with a grievance and the Director, Chief Executive Officer or member of the Board of Management must be held in a manner that promotes open, full and candid discussion, while ensuring necessary privacy and confidentiality, in an endeavour to negotiate a mutually satisfactory solution.

#### MEASUREMENT

* Signed code of behaviour documents on file from staff members and volunteers
* Record of complaints and process of resolution

#### RESPONSIBILITIES

* Board of Management Members
* Chief Executive Officer
* Directors, Managers and Team Leaders
* All staff
* Volunteers

**STANDARDS and COMPLIANCE**

*Community Care Common Standard 1.1: Corporate Governance*

*Community Care Common Standard 1.5: Continuous Improvement*

*Community Care Common Standard 1.7: Human Resource Management*

*Disability Service Standard 4: Feedback and Complaints*

*Disability Service Standard 6: Service Management*

**OTHER RELEVANT POLICIES**

**GP7 Conflict Resolution**

**GP8 Conflict of Interest**

**S7 Induction and Orientation**

**S8 Staff Supervision and Support**

**S10 Staff Appraisal**

**S13 Staff Performance Dispute Management**

**S14 Staff Discipline**

**A3 Client Information**