

Grievance & Dispute Resolution



Policy number	027	Version	1
Drafted by	Project Worker	Approved on	21/10/2016
Responsible person	Secretary	Scheduled review date	21/10/2019
Category	Governance		
Overview (policy description)	The purpose of this policy is to provide a mechanism for resolving any disputes that may arise between Glen Park Community Centre members, committee, staff, visitors or any combination of these.		
Scope (who/what is covered by this policy)	All staff, volunteers, members, visitors, committee and contractors.		
Areas of responsibility (Responsibility control and coordination of the policy)	CEO and Executive Committee		
Authority to approve exceptions to the policy	Executive Committee		
References (e.g. other applicable policies/procedure)	Glen Park Community Centre Inc. Association Rules 010 Committee Dispute Resolution Policy		

Introduction

Glen Park Community Centre Inc. recognises that disputes may arise from time to time, and it's possible that a staff member, centre user, volunteer or community member may wish to have their grievance heard.

Glen Park Community Centre Inc. encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.

Glen Park Community Centre Inc. also encourages students, members, volunteers or centre users to communicate openly and respectfully to address and resolve misunderstandings or disputes that may naturally arise.

The purpose of this policy is to provide a mechanism for resolving disputes and grievances that cannot be immediately dealt with by the parties involved.

Policy Detail

If there is a dispute between a member and another member, a member and the Association, or a member and the Committee, the parties involved must first attempt to resolve the dispute between themselves for at least 14 days from the date the dispute is known to all parties involved. If this is not successful, there is a detailed procedure contained within items 54 & 55 of the Association Rules. Refer to the Association Rules for more information.

In the event of a dispute between staff that does not include the CEO, the CEO and/or Executive Committee Members will work with the parties involved to resolve the dispute. Any further grievances must be directed to the Committee of Governance as per the steps below.

In the event of a dispute between a staff member and the CEO, or a staff member and a Committee member, the steps below MUST be followed.

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The steps below should also be followed in the event of a third party complaint or other situation that does not fit within the examples provided, or those within the Association Rules.

1. The party with a grievance must write to the Association and any other people affected, and explain what they are unhappy about.
2. The Committee must appoint an unbiased mediator to hear from all the parties involved and try to find a solution. The Committee must give the people involved reasonable notice of the time and place of the hearing.
3. At the hearing, each party must have an opportunity to be heard and agree to do their best to resolve the dispute.
4. If the parties cannot resolve the dispute with the assistance of the mediator, then an unbiased decision-maker must determine the outcome of the dispute.
5. A member must not initiate a grievance procedure while the matter is subject to a disciplinary procedure.

Authorisation

Signature of Approved Authority <i>St Tolain Secretary</i>	[Date of approval] 21 October 2016
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DOCUMENT CONTROL: Policy reviewed annually (unless subject to relevant legislative change)

Date	Person	Position