



GRIEVANCE AND COMPLAINTS POLICY AND PROCEDURE

Purpose

Is to establish policy and framework for employees, managers, volunteers and Executive Committee members in relation to resolving grievances and complaints in the workplace excluding matters relating to:

- The employees relevant Modern Award (where applicable)
- The National Employment Standards (NES) – see sub heading at the end of the policy.
- Discrimination, Harassment and Bullying

Scope

The policy applies to all Australian Bowhunters Association employees, managers, volunteers and Executive Committee members.

General

The Association (Company) aims to resolve grievances promptly, objectively and as close to the source as possible. Where necessary, to assist with resolution, a grievance will be escalated up to the next level of management / Executive Committee or alternatively an external mediator or investigator may be engaged to assist.

Procedure

Should an employee, manager, volunteer or Executive Committee member have a concern or grievance, where appropriate, they should attempt to resolve the issue on an informal and or verbal basis, as directly as possible to the source. Where the matter cannot be resolved in this manner, or this approach is not appropriate, a formal grievance resolution approach will commence as follows:

1. To commence the formal process, the individual should outline their grievance in writing, with as much detail as possible. This should be sent to the individual's direct manager or a person of authority in the second instance.
2. Discussions will be held in good faith between the individual and their manager / person of authority in an effort to genuinely resolve the grievance at the workplace level. If the grievance concerns another employee, volunteer, manager or Executive Committee member, the individual against whom the grievance or complaint has been made will be given full details of the complaint. The respondent will be given the opportunity and a reasonable time to respond before the process continues. The manager / person of authority may have a discussion with both parties in an effort to genuinely resolve the grievance at workplace level.
3. Where a grievance has not been resolved at workplace / management level the matter is to be referred directly to the National President of the Executive Committee for

discussions in good faith. Resolution will be made in the manner in which the National President deems to be appropriate in the circumstances.

At any time during the grievance process and at the Association's discretion, an independent, external mediator may be involved in the discussions.

Once the grievance is resolved, if deemed necessary a review may be undertaken by the manager / person of authority or with all parties involved at any stage thereafter. Further reviews may be held if required.

During the course of the grievance process, the individual (complainant or respondent) is entitled to have a support person present. The support person must not act as an advocate for the individual.

This Grievance Procedure does not apply where an employee, manager, volunteer or Executive Committee member has a grievance relating to the actual or pending termination of their employment / engagement, or the Association has implemented or it is reasonably anticipated that the Association may commence a disciplinary procedure against an employee, manager, volunteer, Executive Committee member (including an investigation into alleged conduct or capacity of an individual).

For complaints in relation to Workplace Discrimination, Harassment and Bullying, refer to Australian Bowhunters Association Equal Opportunity and Prevention of Workplace Discrimination, Harassment and Bullying Policy and Discrimination, Harassment and Bullying Complaints Resolution Procedure.

Disputes in relation to a matter under the relevant Modern Award or National Employment Standards (NES)

In the event of a dispute about a matter under an employees or managers relevant Modern Award (where applicable) or in relation to the NES, the Association and the employee / manager will follow the process outlined in the Dispute Resolution term of the Modern Award referenced in the employees / managers Contract of Employment.

Australian Bowhunters Association may amend and vary this policy from time to time.

Related Documents

Australian Bowhunters Association Disciplinary and Performance Management Policy and Procedure
Australian Bowhunters Association Equal Opportunity and Prevention of Workplace Discrimination, Harassment and Bullying Policy
Australian Bowhunters Association Workplace Discrimination, Harassment and Bullying Procedure
Australian Bowhunters Association Constitution

Date Effective

March 2018

Next Review Date

March 2019 or in the event of Legislative change