

Policy**Grievance Resolution**

This grievance procedure policy aims to provide guidelines for the resolution of complaints and grievances made against Centre participants and staff, volunteers, Committee of Management members, Centre hirers.

All people associated with the centre have a right to have grievances heard and dealt with in a systematic way. Centre participants have a right to have grievances resolved swiftly and to have their privacy respected.

Broad Guidelines:

At Yarrunga we aim to treat people as we would like them to treat us. The following Code of Ethics aims to promote this.

- The strength of Yarrunga comes from the diverse nature of the people who come here.
- We respect each other's differences, ideas and values.
- We foster a safe environment, encouraging consideration and tolerance.
- Our actions and behaviour reflect a sense of honesty and responsibility towards the organisation's members, participants and the community we represent.

Procedure:

It is the objective of this procedure to ensure that grievances are resolved by negotiation and discussion between the parties.

It recognises that from time-to-time participants may have grievances which need to be resolved in the interests of good relationships.

A participant will have the right for a grievance to be heard through all levels of management.

If a person has a grievance, problems or concern, the following steps are to be followed in sequence:-

1. Make a personal approach

It is always best to bring things out in the open. If it is something small, first try a personal approach to the person/s themselves. Remember to choose the right time, they may not have the time to listen when the participant makes the request.

The participant will prepare themselves - perhaps make some notes - make an appointment if necessary. The concerns will be discuss quietly and calmly. It may help to remember that the participant may not be the first person to have a concern and our staff are happy to help you try to solve any new problem.

If you feel the problem has not been resolved, make contact with the Manager.

2. Manager

The person will make an appointment to see the Manager. A brief outline of the problem provided before the meeting will allow time for her to conduct research and enquiries to assist with resolution. The Manager is there to ensure the policies of the Committee of Management are followed, she may not be able to accommodate your requirements without consultation.

If you are still not satisfied with the outcome, write a letter of complaint.

3. Letter of Complaint

The person will formalise concern to the Manager in a letter. Suggest how you think the problem can be remedied and what you really expect as an outcome.

If still not satisfied, write to the Committee of Management.

4. Write a letter to the Committee of Management.

Write a letter to the Chairperson of Committee of Management of Yarrunga Community Centre Inc.

In the case of a complaint involving the following situations;

- complaints involving serious allegations that involve harassment, unprofessional conduct, abuse, mistreatment, or infringement of rights.
- complaints made against the Manager,
- unresolved, ongoing complaints,

the Chairperson will arrange a meeting of the Grievance Committee. This Committee shall be held involving the participant, the service coordinator, a representative of the Committee of Management, and an independent facilitator. The decision made by this sub-committee shall be final.

Serious allegations (see definition above) will be addressed within 24 hours, and in the instance of a serious complaint about a worker, that worker shall not have contact with the Centre participants involved.

Participants have the right to have an advocate present at all times. Participants lodging complaints shall be informed of this right.

Policy passed by Committee of Management meeting on ___/___/___

Chairperson_____ Policy to be reviewed on ___/___/___