

GRIEVANCE & DISPUTE RESOLUTION POLICY

Policy Category: Human Resources
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Responsible Person: Board Chair

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Introduction

Open communication and feedback are regarded as essential elements of a satisfying and productive environment.

OFI encourages its employees and stakeholders to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.

The preferred process involves stakeholders and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

Purpose

The purpose of this document is to provide an avenue through which employees and volunteers, and their managers, can resolve work-related complaints as they arise.

Policy

OFI will establish mechanisms to promote fast and efficient resolution of issues.

Employees and Stakeholders should feel comfortable discussing issues with their direct report in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee/stakeholder's wishes will be taken into account in determining the appropriate steps and actions.

No one will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to permanent and part-time paid employees and to volunteer workers.

GRIEVANCE/DISPUTE RESOLUTION PROCEDURES

Responsibilities

It is the responsibility of **OFI** to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with their employees and volunteers;
- All decisions relating to formal engagement procedures are made with consideration given to the ramifications for the individual and organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All employees and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of **Employees (including Stakeholders)** to ensure that:

- They attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

It is the responsibility of the **OFI** to ensure that:

- All managers, supervisors, employees and stakeholders are aware of their obligations and responsibilities in relation to communication and information sharing with their employees;
- Ongoing support and guidance is provided in relation to engagement and communication issues;
- All managers, supervisors, employees and stakeholders are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of the board are handled in the most appropriate manner at the earliest opportunity.

Procedures

Engagement Practices

OFI should be aware of the possible ramifications of their actions when dealing with conflict. They must ensure that everyone is with fairness, equality and respect.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, the OFI board should seek professional advice at the earliest opportunity.

Where a grievance or dispute comes under a legislated award, the board should refer to the award for grievance procedures. If the grievance is not covered by such a document, the guidelines below should be followed.

Grievances and Dispute Resolution

Anyone who considers that they have a dispute or grievance should raise the matter with the person responsible as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

If the grievance is not resolved, the Board Chair should be notified, and the following procedure enacted. OFI board will follow the standard procedure of offering the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant and diagnose the problem.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the employee/volunteers with a written summary of the meeting and clarification of the next steps to be taken.

OFI will work to ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

Related Documents

- Board Dispute Resolution Policy
- Bullying Policy
- Anti-Discrimination Policy

AUTHORISATION



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