

POLICY:10.2 Grievance and Complaint Management

Procedure: 10.3 Grievance Management

The procedure aims to:

- minimise the negative effects of dispute or conflict
- ensure access to a process for resolving any workplace grievance
- reinforce the responsibilities of the individual, Educator, staff member and the employer
- make every effort to resolve issues and reach a mutually satisfactory agreement.

10.3.1 Linking to Policy

This procedural guidance should be read in conjunction with the Service's 10.2 **Grievance and Complaint Management** and will assist the Approved Provider, management, staff (Nominated Supervisors, Coordinators and administrative staff members), Educators, Educator Assistants and parents to implement the policy. The procedure covers:

[10.3.2 Roles and Responsibilities](#)

[10.3.3 Steps and Timeframes](#)

10.3.2 Roles and Responsibilities

The Approved Provider will ensure:

- policies and procedures are in place to support the management of grievances
- active participation in the grievance process as identified in the steps.

The Nominated Supervisor will ensure:

- all staff and Educators are aware of the procedure and are directed to this if a grievance is being made
- Educators and staff are provided with the opportunity to be informed about any formal complaint or grievance about them and have the opportunity to respond
- this procedure is followed in accordance with 10.2 Grievance and Complaint Management Policy
- each step is followed to ensure natural justice is upheld
- all parties are made aware of the outcome of the grievance in writing.

Staff and Educators will:

- follow the procedure if they have a grievance with another staff member or an Educator
- read through the procedure in the event they are the person the grievance is levelled at and ensure the procedure is followed
- be open and transparent in managing the grievance process.

10.3.3 Steps and Timeframes

It is the Service’s intention to ensure all parties accept responsibility for making this system work. This means that the parties are reminded to meet their commitment to this procedure at all times.

It is the right of the complainant to decide how far to pursue the grievance.

Timeframes: for Step 1, notification and discussion should take place as quickly as possible. For Steps 2, 3 and 4, notification and discussion should take place within seven days.

ACTION	RESPONSIBILITY
<p>STEP 1</p> <p>The first level is an informal discussion between the complainant and the other person. Those involved take responsibility for raising and clarifying issues with each other. Any involvement of other people at this point is by mutual agreement. There is no need to document resolutions at this stage.</p> <p>If the complainant is not satisfied with the outcome at this level, they may choose to go to the next level of the Grievance Procedure.</p>	<p>Complainants</p>
<p>STEP 2</p> <p>The complainant chooses to start the formal process and informs their supervisor or immediate superior. The parties may request that this step be facilitated.</p> <ul style="list-style-type: none"> • satisfaction achieved • parties discuss & decide on action • the supervisor notes that the discussion has occurred and the issue has been resolved • negotiate timeframes for action • negotiate the timeframe to review the agreement. <p>If satisfaction is not achieved, document the issues and go to the next step.</p>	<p>Complainant, Supervisor, Nominated Supervisor/Team Leader</p>

<p>STEP 3</p> <p>The complainant and the supervisor inform the CEO of the grievance. The parties may request that this step be facilitated.</p> <ul style="list-style-type: none"> • satisfaction achieved • Manager or President may facilitate discussion and action between the parties • document agreement and file securely • negotiate timeframes for action • Negotiate timeframes to review the agreement <p>If satisfaction is not achieved, document the issues and go to the next step.</p>	<p>Complainants, Nominated Supervisor/Team Leader, Managing Director</p>
<p>Step 4</p> <p>The complainant raises the issue of concern with the Board of Directors representative of the complainant/s being unsatisfied after the CEO's involvement. The parties may request that this step be facilitated.</p> <ul style="list-style-type: none"> • satisfaction achieved • the President or delegate will facilitate discussion and action between the parties • document agreement and file securely • negotiate timeframes for action • negotiate timeframes to review the agreement. <p>If satisfaction is not achieved, document the issues and go to the next step.</p>	<p>Complainants, Board of Directors Member</p>
<p>Step 5</p> <p>The President's representative will appoint an external mediator to assist in resolving the matter. If satisfaction is not achieved, document the issues and go to the next step.</p>	<p>Complainants, Board of Directors Member, External Mediator</p>
<p>Step 6</p> <p>In the event that the matter is unresolved to the satisfaction of the complainant, the Board of Directors will decide upon actions that result in the 'best possible resolution' to the grievance and may pass directives to the respective parties to act in accordance with this resolution.</p>	<p>Complainants, Board of Directors Member</p>

If, however, the dispute is in relation to an Award matter, it shall be referred to the Queensland Industrial Relations Commission for resolution.	
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Review

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	08/2017	Reviewed
Revision 03	11/2020	Reviewed and separated from Policy

Related Documents

Policies

10.2 Grievance and Complaint Management

Reference

Refer to 10.2 Grievance and Complaint Management Policy