

Wheatbelt Natural Resource Management Incorporated

Grievance Resolution Policy

Policy Name:	Grievance Resolution Policy
Policy Number:	4.1
Policy Version Number:	V1.01
Policy Category:	Human Resource Management
Contact Officer:	Chief Executive Officer
Date Approved by the Board of Management:	1 st August 2016
Date of Last Review:	Not Applicable
Period Until Next Review:	36 months from the approved date or as required
Related Legislation:	<ol style="list-style-type: none"> 1. Associations Incorporation Act 2015 (WA) 2. Disability Discrimination Act 1992 (Cth) 3. Disability Services Act 1993 (W A) 4. Equal Opportunity Act 1984 (W A) 5. Workplace Gender Equality Act 2012(Cth) 6. Freedom of Information Act 1992 (WA) 7. Human Rights Commission Act 1986 (Cth) 8. Privacy Act 1988 (Cth) 9. Racial Discrimination Act 1975 (Cth) 10. Sex Discrimination Act 1984 (Cth) 11. Age Discrimination Act 2004 (Cth) 12. Fair Work Act 2009 (Cth)
Related WNRM Policies or Procedures:	<ol style="list-style-type: none"> 1. 4.3 Equal Employment Opportunity Policy 2. 4.4 Harassment, Discrimination and Bullying Policy 3. Grievance Resolution Procedure

1. Definitions

“**Associate**” means an individual that is registered as an Associate of Wheatbelt NRM and is listed on the Associate Register.

“**Complainant**” means the person making the complaint or grievance.

“**Formal Grievance**” means a Grievance that has been presented by the Complainant formally in writing.

“Grievance” means any real or perceived ground for complaint including perceived racial or sexual harassment, discrimination on the grounds of disability, race, religious belief, political viewpoint, sex, marital status or pregnancy; or any other unfair or improper treatment.

“Informal Grievance” means a Grievance being voiced that has not proceeded to a Formal Grievance. The grievance may have been formed in writing, however the Complainant has not submitted it as, or under the intent of, a Formal Grievance.

“Member” means an organisation or group that is registered as a Member of Wheatbelt NRM and is listed on the Member Register.

“Representative” means a Board Director, employee, contractor or volunteer of Wheatbelt Natural Resource Management Incorporated.

“Wheatbelt NRM” means Wheatbelt Natural Resource Management Incorporated.

2. Overview

This Policy relates to the mechanism for handling Grievance(s) within Wheatbelt NRM in an efficient manner that affords natural justice to all parties. Wheatbelt NRM is committed to providing a fair and equitable organisational response to Grievance(s), and aims to minimise personal and organisational dysfunction arising from unresolved Grievance(s).

This Policy sets out rights and responsibilities pertaining to all parties in a grievance dispute.

As far as possible, Grievance(s) will be dealt with and resolved informally. The formal stage of the process should only be used when the informal stage has failed to resolve the issue or is not making progress at reasonable speed.

Representative(s) who breach this Policy may be subject to disciplinary action.

3. Policy Statements

Wheatbelt NRM is committed to resolving grievances wherever possible through mediation, consultation, cooperation and discussion. General principles are:

- a) All grievances will be handled with utmost confidentiality. Only people directly involved will have access to information about the complaint;
- b) All procedures will be impartial. No assumptions will be made and no action will be taken until all relevant information has been collected, investigated and considered;
- c) Wheatbelt NRM is committed to ensuring that no repercussions or victimization will occur against anyone who makes a complaint;
- d) Complaints will be dealt with in a timely manner.
- e) Seeking redress of a trivial or vexatious issue through a grievance procedure will not be tolerated.

4. Rights

Representatives Making a Complaint

All Representatives have the right:

- a) to make a complaint to a person at an appropriate level within the organisation;
- b) to have their grievance considered fairly;
- c) to keep notes, copies of written documents or diary record of all other details;
- d) to seek advice or assistance from a union or professional association;
- e) to seek advice from, or complain to, an external body such as the Equal Opportunity Commission.

Representatives that are the Subject of a Complaint

A person who is the subject of a complaint has the right:

- a) to be informed verbally or in writing of what behaviour they are being accused of;
- b) to respond to the allegations and cite witnesses if appropriate;
- c) to fair treatment and procedures;
- d) to be heard by an unbiased person.

5. Responsibilities

Chief Executive Officer

The Chief Executive Officer will:

- a) ensure that all employees are aware of the procedures set out in this policy;
- b) be responsible for overseeing grievance resolution procedures in relation to the organisations operations.

Chairperson and Deputy Chair of the Board of Management

The Chairperson of the Board of Management will:

- a) investigate any grievance relating to the Chief Executive Officer or a member of the Board of Management

The Deputy Chair will:

- a) investigate any grievance relating to the Chair of the Board of Management

6. Responsible Officers

- 6.1 The Board of Management, as part of its governance authority, is responsible for the approval and publication of this Policy, including the approval of any subsequent changes.
- 6.2 The Audit Committee is responsible for reviewing this Policy prior to Board of Management approval, and ensuring the scheduled review of this Policy.
- 6.3 The Chief Executive Officer is responsible for the operational compliance of the organisation to this Policy.

7. Approval

This Policy was approved by the Board of Management on the 1 August 2016.

Jim Sullivan
Chairperson
Board of Management
Wheatbelt Natural Resource Management Incorporated