



<u>Policy Approver:</u>	Chief Executive Officer
<u>Policy Owner:</u>	Chief Operating Officer
<u>Policy Lead:</u>	Head of Human Resources

Workplace Grievances Policy

Our policy on how we handle internal complaints.

1 Introduction

This policy sets out our commitment to resolving workplace grievances and the rights and responsibilities of our personnel in this regard.

2 Scope of the Policy

This policy applies to all our personnel (being our directors¹, employees, interns, students on vocational placement, volunteers and independent contractors and consultants).

3 Policy Statement

- (a) Our approach to workplace grievances is to:
 - (i) minimise the frequency of disputes;
 - (ii) provide clear procedures that allow every party involved in a workplace grievance the opportunity to present their case; and
 - (iii) achieve a resolution that considers each party's point of view.
- (b) While a workplace grievance is being resolved, work is to continue as normal, unless:
 - (i) there is an imminent risk to the health and safety of any person; or
 - (ii) as otherwise determined by Policy Lead.
- (c) Workplace grievances will be treated with strict confidentiality and addressed promptly and fairly.
- (d) We do not tolerate any form of victimisation or retaliation against a person who raises a grievance. Any person who believes they have been subjected to victimisation or retaliation for raising a grievance may report the matter to the Policy Owner or Policy Lead.
- (e) Compliance with this policy and the law are conditions of working or undertaking any form of business with or for us. Any breach of this policy is a serious matter that may compromise our status as a charity and/or funding for our work. A breach of this policy may result in disciplinary action (including dismissal) and/or termination of a partnership or an agreement.

¹ If our Board has adopted a separate policy regarding the subject matter of this policy, then that policy takes precedence with respect to our directors.



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4 Policy in Practice

4.1 What we mean in this policy

In this policy:

- (a) By “**unreasonable or unjust treatment**” we mean treatment that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, intimidate, undermine or threaten an individual or a group.
- (b) By “**workplace**” we mean any place where work or other activities are carried out by or on behalf of us. This includes any place our personnel go, or are likely to be, while at work. Examples include but are not limited to our offices (including when working from home or remotely), project sites, and work-related events (such as work-related functions, meetings, conferences, fieldwork, Christmas parties and donor events) and other places where our personnel come into contact with other people in the course of their work (such as visitors, partners, supporters, candidates, and other stakeholders).
- (c) By “**workplace grievance**” we mean a complaint by one or more of our personnel on the grounds of unreasonable or unjust treatment by the organisation or another person(s) in the workplace.
- (d) By “**victimisation**” we mean conduct intending to cause detriment to a person because that person has raised (or plans to raise) a workplace grievance or provide information or evidence about a workplace grievance.

4.2 Responsibilities

- (a) **Policy Approver:** accountable for approving this policy, including approving after formal reviews.
- (b) **Policy Owner:**
 - (i) accountable to the Policy Approver for overseeing the implementation of and overall compliance with this policy;
 - (ii) ensures this policy is regularly reviewed (at least every three years or earlier if warranted); and
 - (iii) delegates the implementation, training, maintenance and monitoring of this policy to the Policy Lead.
- (c) **Executive team:** responsible for role modelling behaviour consistent with this policy.



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(d) **Policy Lead:**

- (i) responsible for the implementation, maintenance and monitoring of the policy at an organisational level, including through appropriate procedures, training and reporting;
 - (ii) supports the Policy Owner to review this policy; and
 - (iii) manages risk and compliance issues related to this policy.
- (e) **All of our personnel:** must be familiar with, comply with and implement this policy and manage risks relating to workplace grievances.
- (f) Detailed responsibilities can be found in our Policy Lifecycle Stages, Roles and Responsibilities (see Annexure A to the Policy Governance Framework).

4.3 Record Keeping

We will ensure that accurate and complete records of reports, our reviews, any referrals and any investigations are securely retained for a minimum of 7 years after receipt of the report.

5 Availability of this policy

We will ensure that this policy is available to download on our website and intranet.

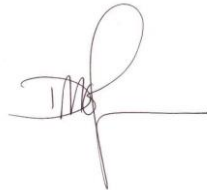
6 Relevant laws

- *Fair Work Act 2009* (Cth)

7 Related policies

- (a) Complaints Handling Policy (or any subsequent policy on external grievances or complaints)
- (b) Speak Up Policy
- (c) Workplace Behaviours Policy

8 Revision History

Action:	Approver Name:	Title:	Signed:	Date:
Approval and adoption of policy by the Policy Approver	Dermot O’Gorman	CEO		2 May 2024



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Revision				
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