

**POLICY - GRIEVANCE PROCEDURES – CONFLICT RESOLUTION (Version 2)**

<b>Policy Title:</b>	<b>Grievance Procedures – Conflict Resolution</b>
<b>Policy Type:</b>	<b>Constitutional Policy</b>
<b>Date:</b>	<b>18/01/2021</b>

**Goals**

The Bribie Island Community Arts Society Incorporated (BICAS) Policies and Procedures have been developed to support everyone participating at the Bribie Island Community Arts Centre (BICAC), including Board Members, Society members, employees, volunteers, Working Together Group (WTG) participants, contractors, and the general public (herein referred to as BICAS/BICAC participants). BICAS is committed to providing a safe, harassment and abuse free environment, providing equal opportunity and an enjoyable and safe Centre for all participants.

This Policy – Grievance Procedures – Conflict Resolution (herein the Policy) provides the BICAS procedures for resolving grievances or conflict that arises out of any participation in BICAS/BICAC activities.

**The Policy shows:**

- our commitment to health and safety within the Centre, and to reducing the risks to the health and safety of all BICAS/BICAC participants;
- our commitment to complying with the requirements of the *(Qld) Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011*; and,
- how BICAS will deal with anyone found to have breached the Policy.

**The Policy applies to any grievance or conflict arising out of any participation in BICAS/BICAC activities**

**Introduction**

The purpose of the Policy is to provide clear guidelines for the resolution of any grievance or conflict that arises out of any participation in BICAS/BICAC activities. The Policy is the means for BICAS/BICAC participants and management to resolve any grievance/conflict that may arise. Copies of the Policy will be provided to all BICAS/BICAC participants. Participants are required to familiarise themselves with its contents and to provide signed acknowledgement of receipt and understanding of the Policy to BICAS.

**Application of the Policy**

The Policy applies to all BICAS/BICAC participants. If you are in any doubt as to the meaning or its application in any given situation, you should seek advice from the BICAS Board.

**Grievances – Conflict**

The grievance policy is a guide for BICAS/BICAC participants and management to use to resolve any conflict or grievance that may arise while participating in BICAS/BICAC activities.

Any complaint made will be dealt with under strict confidentiality guidelines as set out in the Privacy Act (1974); through the correct channels; and, to the reasonable satisfaction of the parties involved and BICAS.

The grievance policy has been established as a foundation for ensuring that the BICAS/BICAC environment remains positive. The policy is intended to:

- provide the opportunity to resolve a conflict or grievance quickly, fairly and without reprisal;
- improve communication and understanding between all participants at BICAS/BICAC, and between the BICAS Board and employees;
- ensure confidence in Board and Management decisions by providing a mechanism whereby decisions can be objectively reviewed;
- support a positive environment by allocating responsibility to the appropriate person/persons, for resolving grievances and conflicts; and,
- identify BICAS policies and procedures which need to be clarified or modified.

BICAS participants who are experiencing a conflict or have a complaint or grievance, are encouraged to resolve it firstly through discussions with the parties involved or with their direct supervisor whenever possible. All requests for grievance resolution, complaints and appeals shall be fully investigated and a reply will be given as quickly as possible.

Any penalty or retaliation against a BICAS/BICAC participant who initiates a grievance resolution or makes a complaint, or participates in a grievance resolution investigation is a breach of the BICAS' Code of Conduct and will not be tolerated. Any breach of the BICAS Code of Conduct will be subject to disciplinary action as per the BICAS Policy – Code of Conduct – Behaviour.

### **Procedures**

Note: Although not required, BICAS/BICAC participants are encouraged firstly to follow the informal approach to grievance resolution prior to making a formal complaint.

### **Informal grievance resolution and complaint process**

1. Any BICAS participant who experiences conflict, has a grievance, or complaint should first attempt to discuss and resolve the matter with the other party/parties involved.
2. In some situations this may be difficult or inappropriate. In these cases, the complainant may request a meeting with the Venue Manager to discuss the problem and attempt resolution.
3. The merits of the conflict resolution request or complaint will be analysed, as soon as possible, but within 2 working days. The Venue Manager will arrange a meeting with the

complainant to inform them of the outcome of the analysis and the proposed plan of action for resolution.

4. If the complainant is not satisfied with the informal resolution of the grievance, he or she may proceed to the formal grievance resolution process.

#### **Formal grievance resolution and complaint process**

1. Any BICAS/BICAC participant who has a grievance or complaint, or requires intervention in relation to a conflict or grievance arising out of their participation at BICAC, and wishing to initiate the formal grievance resolution process must prepare written documentation and submit it to the BICAS Board Chairperson or Secretary, or another BICAS Board member. The documentation will include supporting facts of the grievance or conflict and full details of efforts taken to resolve the grievance or conflict informally. The BICAS Board will investigate to determine the facts relevant to the grievance or conflict.
2. Within five (5) working days of receiving the grievance resolution request, the BICAS Board will complete the investigation and prepare a written response. A copy of the response will be provided to the complainant, along with an acknowledgement for the complainant to sign and date to confirm that he or she has received the reply and agrees or disagrees with the plan of action proposed.
3. If the complainant agrees with the recommended plan of action, the signed acknowledgement will be noted and filed.
4. If the Board cannot resolve the grievance or complaint to the complainant's satisfaction, the Board will appoint an investigation officer with the required knowledge and skills to consider the details of the grievance.
5. The investigation officer will review any relevant issues in the file and any newly discovered evidence or information that may arise during the grievance/conflict resolution process. The investigation officer will forward a response to the BICAS Board and the complainant, either concurring with the previous resolution or proposing an alternative resolution. The response will include an acknowledgement for the complainant to sign and date to confirm that he or she has received the response and agrees or disagrees with the plan of action proposed.
6. If the complainant agrees with the resolution proposed, the signed acknowledgement will be noted and filed.

7. If the grievance has not been resolved, the employee can request mediation by an outside organisation acceptable to all parties or the matter can be referred to Fair Work Australia.

### **YOUR OBLIGATION UNDER THE POLICY**

All BICAS/BICAC participants are required to:

- Familiarise themselves with the grievance – conflict resolution policy and its application;
- treat everyone involved with a grievance or conflict situation with respect and courtesy, and without harassment and be committed to honest and fair engagement in all applications of the policy;
- comply with the informal and formal procedures as set out in the policy;
- comply with all relevant Qld and Federal Legislation in relation to grievance/conflict resolution and all relevant, applicable Australian laws;
- maintain appropriate confidentiality;
- at all times behave in a way that upholds the integrity and good reputation of BICAS;
- comply with any other conduct requirements that are prescribed by the BICAS Policies and Procedures;
- ensure any decision making is ethical; and,
- meet obligations to report any suspected wrongdoing, including conduct not consistent with the Policy.

### **Where to from here?**

If, after reading the Policy you are unsure about your obligation in general or in relation to a specific situation, you should discuss this initially with your direct supervisor or the Venue Manager.

If you have concerns about approaching your direct supervisor or the Venue Manager you should make direct contact with a BICAS Board member or by writing to the Board Secretary who will pass this information onto the Board. The Board will be able to provide you with guidance and advice on the appropriate steps to follow to resolve your concerns.

### **COMMUNICATING THE POLICY**

The Policy shall be available on BICAS premises.

All BICAS/BICAC participants and others affected by our business or undertakings will be provided with a copy on commencement and have an opportunity to discuss the Policy at an Induction Training.

### **REVIEW**

The Policy will be reviewed annually during the BICAS Work Health and Safety Audit Program, through consultation with Board Members, employees, members and volunteers, or when legislative requirements change, or in the event of a workplace incident/accident.

### **VARIATIONS**

BICAS reserves the right to vary, replace or terminate the policy.

**POLICY VERSION AND REVISION INFORMATION**

Policy Authorised by: Robert Hamilton

Original issue: /03/2017

Title: BICAS CHAIRPERSON

Policy Maintained by: Julie Thomson

Current version: Version 2

Title: Venue Manager

Review date: 18/01/2021

Policy Authorized by: Carolyn Wheeler

Title: BICAS Chairperson

Approved by Board: 18/01/2021

Next Review: \_/01/2022