Grievance Policy

for the Capricorn Conservation Council

We respectfully acknowledge the Traditional Owners of the land and waters which we conserve and protect, the Darumbal Country and the Woppaburra Country. We pay respect to the Elders, past, present, and emerging, for they hold the memories, the culture, and the dreams of the Aboriginal and Torres Strait Islander People.

INTRODUCTION	This document provides information on handling grievances at the Capricorn Conservation Council, including how to make a complaint, how to deal with a complaint / grievance and how to support persons through the grievance process. It is inevitable that conflict can occur in the workplace. It is important that there are established procedures to deal with such occurrences quickly to protect the people involved and also to protect our organisation.
WHAT IS A COMPLAINT?	A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of a service, a policy or procedure, or the conduct of another person.
WHO CAN MAKE A COMPLAINT?	Any person can make a complaint. This can include staff, volunteers, customers, community members or committee members.
HOW CAN COMPLAINTS BE MADE?	Most complaints are reported as verbal grievances about minor matters that can be resolved informally. These may be resolved informally with the relevant person. However, somebody making a complaint is not required to engage with the subject of their complaint if they feel this would be unsafe or otherwise inappropriate. If, for this or other reasons, there is a feeling that the complaint needs to be formalised, the complaint must be lodged within four months of the source of the cause or trigger for the complaint. Complaints can be made to the CCC Coordinator, or any member of the CCC Management Committee. Members of the Management Committee who are subject to a complaint will be recused from all Management Committee discussions of the complaint. Once a complaint is made, CCC Management Committee will refer the complaint to a member of the Management Committee or another delegated party to be managed. This person will be referred to as the

	Complaint Manager for the purpose of this document.
WHAT HAPPENS WHEN A COMPLAINT IS RECEIVED?	With an initial complaint, the President or Coordinator is able to provide initial advice on how an issue is to be dealt with and to assist with resolution, if necessary. If a formal complaint is lodged, the Complaint Manager will bring the matter to the Management Committee. Any members of the Management Committee who are named in the complaint will be recused from this process. The Management Committee will determine whether it is a matter that can be resolved informally, or whether it should be dealt with formally. The Complaint Manager will set up a process to facilitate this, if necessary. If at any time any member of the Management Committee believes that an assault or threats to personal safety may have taken place, the Committee must report these matters to Law Enforcement. Other than as stated above, all parties to a formal complaint must treat the matter confidentially. This means that all parties ensure that information is restricted to those engaged in the resolution. After initial consultation with differing parties, the Complaint Manager will convene a meeting of the persons involved. All parties are entitled to have a support person present including the President (if desired). All parties are entitled to have their support person act as their proxy in the meeting, if they do not feel safe attending the meeting in person. Detailed minutes of these meetings together with the original complaint and other documentation will be kept by the Complaint Manager. Copies of documents related to all formal complaints will be kept securely by the Capricorn Conservation Council. The Complaint Manager is responsible for monitoring the well-being of all parties involved in, or affected by, the complaint. Complaints should be dealt with as quickly as possible. It is reasonable that informal attempts to resolve a complaint should take place within a month if possible.

HOW IS A COMPLAINT RESOLVED?	Once the Complaint Manager has met with the parties involved, they will report back to the Management Committee with their findings and the minutes and other documentation involved. Based on this information the Management Committee will make a ruling on how to proceed. This ruling may propose a more formal mediation, directions to be given to one or more of the parties involved, or formal actions such as expulsion. If at any time any member of the Management Committee believes that an assault or threats to personal safety may have taken place, the Committee must report these matters to Law Enforcement.
DEFINITIONS	**Grievance**—an actual or perceived wrong considered as grounds for complaint. **Complaint**—an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person. **Harassment**—any form of ongoing behaviour that is not welcome, not asked for or not returned, and that offends, intimidates or humiliates a person. It includes sexual harassment. **Workplace Bullying**—an employee is subject to workplace bullying if the person is subjected to repeated behaviour by another person, including the employee's supervisor, a co-worker, committee / Board member or a member of the community that: ▪ is unwelcome and unsolicited; ▪ the person considers to be offensive, intimidating, humiliating or threatening; and ▪ a reasonable person would consider to be offensive, humiliating, intimidating or threatening.

	AUTHORISATION:	
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	Authorised by:	CCC Management Committee
	President:	Mick Jones
	President signature:	

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