

Staff Complaints & Grievances Policy & Employee Complaint Procedure

- 1. Purpose of the policy/ Policy Statement**

The purpose of this document is to provide an appropriate mechanism for all Cultural Infusion employees and volunteers, and their managers, to raise and resolve work-related complaints as they arise in order to foster a safe and inclusive working environment.
- 2. Detailed Policy Statement**

CI is committed to ensuring all employee complaints or grievances are dealt with seriously and in the most appropriate manner and that they are given sufficient guidance and support to ensure an effective and efficient resolution.

CI encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.
- 3. Applicability**

This policy applies to all CI staff and volunteers.
- 4. Responsibility**

Human Resources Department
 HR is responsible for ensuring that:

 - All managers, supervisors, employees and volunteers are aware of their obligations and responsibilities in relation to communication and information sharing with their employees;
 - Ongoing support and guidance is provided to all employees in relation to employment and communication issues;
 - All managers, supervisors, employees and volunteers are aware of their obligations and responsibilities in relation to handling grievances;
 - Any grievance that comes to the attention of managers or supervisors is handled in the most appropriate manner at the earliest opportunity.

Supervisors/managers
 Supervisors/ managers are responsible for ensuring that:

 - They identify, prevent and address potential problems before they become formal grievances;
 - They are aware of and committed to the principles of communicating and information sharing with their employees and volunteers;
 - All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
 - Any grievance is handled in the most appropriate manner at the earliest opportunity;
 - All employees and volunteers are treated fairly and without fear of intimidation.

5. Definitions

Grievance:	Any type of work related problem, complaint or concern which are inclusive of: <ul style="list-style-type: none"> • Discrimination • Harassment • Bullying • Vilification • Victimisation • Reprisal • Unfair treatment • Any other issues related to work or the work environment
Complainant:	The employee making the complain
Respondent:	The staff member being complained about
Bullying:	See CI policy statement: '6.53 Sexual Harassment, Discrimination & Workplace Bullying Policy & Procedure'
Discrimination:	See CI policy statement: '6.53 Sexual Harassment, Discrimination & Workplace Bullying Policy & Procedure'
Harassment:	See CI policy statement: '6.53 Sexual Harassment, Discrimination & Workplace Bullying Policy & Procedure'
Victimisation:	An individual that is treated less favourably because they are involved in a complaint or have made a complaint

6. Cognizant Office(s)/ Getting Help

If you require any assistance in regards to recruitment and selection activities, please contact:

- Cultural Infusion HR/ Administration department;
- Or, CEO Peter Mousaferiadis

7. Related Policies/ Reference for more Information

Related Policies	<ol style="list-style-type: none"> 1. 'Sexual Harassment, Discrimination & Workplace Bullying Policy' 2. 'Equal Employment Opportunity Policy'
Related Legislation and Guidelines:	<ol style="list-style-type: none"> 1. 'Enterprise Agreement, 2011 – 2013' 2. 'Work Health and Safety Act 2011' 3. 'Fair Work Act 2009' 4. 'Human Rights Act 2004'

8. Implementation Procedures

8.1. STAFF COMPLAINT PROCEDURE

It is critical for all parties involved in any sort of complaint process to maintain full confidentiality. Staff members are not to speak of the complaint with anyone that is not directly involved in the resolution process.

CI encourages all staff members wanting to make a complaint to first attempt to seek a resolution informally before choosing file a formal complaint. The following is a guideline of the steps an employee should take when seeking a resolution to an issue or concern.

Step 1: Self Resolution

Step 2: Seeking a resolution through management

8.1.1 (STEP 1 & 2) INFORMAL COMPLAINT PROCESS

8.1.1.A: Step 1: Self Resolution

All CI employees should always attempt to resolve all matters personally first before seeking assistance and support if it is appropriate. A complainant should seek a self-resolution only if they feel comfortable doing so.

In seeking a self-resolution, the complainant should approach the respondent with the details of their issue or. These details should include:

- The specific conduct that has which has caused offence to the complainant
- The impact this conduct has made to the complainant
- The outcome in which the complainant wants to see take place

If the complainant has attempted to solve the issue through a self-resolution and:

- The respondent has not changed their behaviour
- The respondent has only made temporary change and the inappropriate behaviour has resurfaced
- The complainant feels the issue has not resolved,

the complainant should take step 2 in seeking a resolution at the local level.

8.1.1.B: Step 2: Seeking a resolution through management

If a staff member is unable to solve an issue through a self-resolution, they should seek advice from their direct supervisor on how to deal with the issue appropriately.

Usually this will be by asking their supervisor to help. Where the complaint is with the supervisor the complainant may approach the supervisor's line manager to assist the

resolution, or approach the manager to identify an appropriate person to facilitate or mediate resolution.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, Managers or Supervisors should contact HR for advice at the earliest opportunity

To ensure the nature of the complaint is fully understood, the Manager or Supervisor must always check for clarification. To do this, managers are to:

1. If more than one person is present, establish the role of each person.
2. Outline the process that is to be followed.
3. Inform the complainants that any information obtained will be held confidential.
4. Listen to the complainant and diagnose the problem.
5. Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
6. If deemed necessary, provide the employee/volunteers with a written summary of the meeting and clarification of the next steps to be taken.

The Manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the grievance/dispute is one of a confidential or serious nature involving the Employee/Volunteer's Manager, the complainant may discuss the issue directly with the CEO Peter Mousaferiadis.