

Grievance Policy

Introduction

Gran's Van aims to provide a positive work environment for all volunteers and employees. We recognise however that things will not always go smoothly, and that staff can feel aggrieved at times. This policy is designed so that individuals can work through issues that may arise.

Not all grievances will be the subject of grievance procedures; they are intended for use where a staff member has not been able to satisfactorily resolve a problem by raising the matter, attempting to understand the alternative points of view, and fully discussing their perspective with the relevant party.

Some grievances may relate to behaviour which is unlawful such as harassment (see *Harassment and Bullying Policy*).

In this policy, the term "staff" is intended to describe both employees and volunteers.

Purpose

This policy establishes the mechanisms to respond to grievances in an equitable, fair, and timely manner.

Definitions

Grievance	any type of problem, concern or complaint related to the workplace environment.
Personal Grievance	any act, behaviour, omission, situation, or decision impacting a staff member, that they think is unjustified. It may relate to: • Safety in the workplace • Staff training and development • Supervision • Rosters or hours of work

Policy

All formal avenues for handling of grievances will be fully documented and the staff member's wishes will be considered in determining the appropriate steps and actions.

No member of staff will be intimidated or unfairly treated if they utilise this policy to resolve an issue.

Related Policy Documents

Grievance Policy
Anti-Discrimination Policy
Harassment and Bullying Policy
Code of Conduct