



Grievance Policy

October 2014

SCOPE:

This policy applies to all **Personnel, Members** and **Families** of the **Service**.

RELEVANT INSTRUMENTS:

1. Paroo Contact Children's Mobile Incorporated Constitution: Clause 6. (12 March 2012)

RATIONALE:

All **Personnel, Members** and **Families** of the **Service** have a right to be treated with respect, to privacy, advocacy, equality and confidentiality, and to a fair and honest response to their **grievance**. This policy outlines the appropriate process to address grievances, ensuring they are dealt with efficiently and in a timely manner without prejudice.

PRACTICES:

1. All **Personnel, Members** and **Families** are made aware of their right to raise and have resolved any **grievance** related to the **Service**.
2. All **Personnel, Members** and **Families** are provided with the Grievance Policy, Grievance Procedure and Grievance Form in their Orientation Kit.
3. All formal **grievances** are submitted by completing the Grievance Form.
4. All submitted **grievances** will be thoroughly investigated and reconciled while maintaining fairness, respect and dignity for all parties concerned and at the earliest possible time.
5. If necessary and appropriate, existing policies will be reviewed or new policies developed, to avoid **grievances** reoccurring.

DEFINITIONS

Families: All families using the **Service**, regardless of how that family is structured.

Grievance: Any issue which an individual believes is unfair unjust, and improper or cause for concern.

Issues may relate to:

- Harassment and or discrimination;
- Interpersonal conflict;

- Lack of communication;
- Inappropriate behaviour;
- Provision of service; and
- Procedures or policies.

Members: All current members of Paroo Contact Children's Mobile Inc. other than the Management Committee.

Personnel: all permanent, temporary and casual staff, volunteers, student placements and the Management Committee.

Service: Paroo Contact Children's Mobile Incorporated.

RELATED POLICIES:

Privacy & Confidentiality Policy (V2, Nov 2014)

Staff Discipline Policy (V1, Feb 2008)

Staff Employment Policy (V3, July 2015)

RELATED DOCUMENTS:

Grievance Procedures

Grievance Form

VERSION CONTROL:

This version supersedes:

1. Grievance Policy (V1, April 2012)

Ratified: 10/10/2014 by PCCM Management Committee

Review Date: 2019 (5 years after ratification), or as required due to legislation, regulation or constitution changes.