



GRIEVANCE AND DISPUTE POLICY

2020

QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED
SUITE 3, 17 HENRY STREET, SPRING HILL, QLD 4000

Grievance and Dispute Settling Policy

1. Purpose and Scope

Reading Radio 4RPH is committed to preventing and effectively responding to grievances in the workplace.

The purpose of this policy is to provide guidance to Reading Radio 4RPH in managing grievances and disputes between volunteers/interns, members, Board Members, and Staff.

This policy applies to all Reading Radio 4RPH volunteers/interns, members, Board members, and Staff. It encompasses grievances between any of the following:

- Volunteers/Interns
- Reading Radio 4RPH Members
- Board members
- Staff

This policy does not provide detailed guidance on:

- Feedback and complaints from Reading Radio 4RPH volunteers/interns, members and external stakeholders - refer to the *Feedback and Complaints Policy*.
- Managing staff performance.

Definitions:

Grievance: a clear statement by an employee of a work-related problem, concern or complaint, including those involving:

- the interpretation and application of an organisation's people management policies - this includes allocation of work, job design, performance management
- a workplace communication or interpersonal conflict
- an occupational health and safety issue
- an allegation of discrimination within the meaning of the relevant Anti-Discrimination Act, including harassment
- a question, dispute or difficulty concerning the interpretation, application, or operation of an award/enterprise agreement or other agreement.

2. Principles

Grievance management aims to find an outcome that is satisfactory to all relevant parties and minimises the detriment to ongoing relationships.

Reading Radio 4RPH provides an equitable, safe and encouraging workplace with the absence of nepotism or patronage. Board members, staff, volunteers and students behave in a professional manner that respects the rights of others.

Reading Radio 4RPH has industrial and legal responsibilities to take all reasonable steps to identify and attempt to prevent and resolve grievances in the workplace.

3. Outcomes

Grievance management is consistent across the organisation, regardless of who is managing the process.

Grievances are managed equitably and transparently and to the satisfaction of all parties where possible.

4. Functions and Delegations

Position	Delegation/Task
Board of Directors	<ul style="list-style-type: none">• Endorse Grievance and Dispute Settling Policy.• Compliance with Grievance and Dispute Settling Policy.• Contribute to the committee that will investigate and resolve any grievances not resolved informally.
Station Manager	<ul style="list-style-type: none">• Compliance with Grievance and Dispute Settling Policy.• Attempt to resolve grievances informally in the first instance.• Contribute to the committee that will investigate and resolve any grievances not resolved informally.• Maintain a record of grievances and related actions and decisions.
Staff	<ul style="list-style-type: none">• Compliance with Grievance and Dispute Settling Policy.• Contribute to the committee that will investigate and resolve any grievances not resolved informally that involve Staff members, the Station Manager and/or Reading Radio 4RPH Board.
Volunteers/Interns	<ul style="list-style-type: none">• Compliance with Grievance and Dispute Settling Policy.• Contribute to the committee that will investigate and resolve any grievances not resolved informally that involve Staff members, the Station Manager and/or Reading Radio 4RPH Board.

5. Risk Management

All volunteers, interns, Staff and Board Members are made aware of this policy during orientation.

The Board ensures mechanisms are in place to ensure that it can demonstrate that decisions and actions relating to grievance and dispute settling are transparent and fair.

Reading Radio 4RPH staff, with grievance and dispute settling functions are provided with ongoing support and professional development to assist them to implement effective and transparent human resource management.

Reading Radio 4RPH provides an equitable, safe, and encouraging workplace environment.

6. Policy Implementation

This policy is developed in consultation with all employees and approved by the Board of Directors. This policy is to be part of all volunteer induction processes and s are responsible for understanding and adhering to this policy.

This policy should be referenced in relevant Reading Radio 4RPH policies, procedures and other supporting documents to ensure that it is familiar to all staff and actively used.

This policy will be reviewed in line with Reading Radio 4RPH's quality improvement program and/or relevant legislative changes.

7. Policy Detail

A grievance raised by volunteers, staff or Board members is considered separate and independent to disciplinary processes undertaken to manage performance or conduct matters identified by the Reading Radio 4RPH.

If a grievance is raised the grievance is to be addressed as per this policy and the disciplinary or performance management process continues independently.

7.1 Informal Grievance Resolution

In the first instance, a grievance should be resolved between the aggrieved person(s) (the complainant(s)) and the person(s) with whom the complaint rests (the respondent(s)).

Where the grievance cannot be resolved between the two parties through an informal process, or if the complainant(s) does not feel able to approach the respondent(s), or if the respondent does not feel able to participate, a formal grievance resolution procedure is to be undertaken.

7.2 Formal Grievance Resolution

A complainant may make formal notification of a grievance by documenting details of the grievance and lodging with the Station Manager.

Where the grievance is about the Station Manager the complainant shall lodge the grievance with the Secretary of the Board.

Where an identified potential or real conflict of interest exists for the supervisor in managing the grievance, the next in line staff member or Board member will manage the grievance resolution procedure.

Where the complainant's direct supervisor is the Station Manager and is also the respondent to the grievance, the complainant shall lodge the grievance with the Reading Radio 4RPH President.

The person who has received formal notification of a grievance shall acknowledge receipt of the grievance in writing within five (5) working days.

The person managing the grievance shall interview the complainant to clarify allegations and details, ascertain desired outcome(s), and advise of the process to be followed.

After action has been taken to resolve the grievance, and no further response is received from the complainant, the grievance is considered closed.

Where a grievance remains unresolved, the person managing the grievance may seek the Board of Directors to contribute to the resolution process. Additionally, external mediation may be undertaken in an attempt to resolve the dispute.

The complainant and/or the respondent may request to have staff or volunteer representation as part of the external mediation procedure.

The complainant and/or the respondent and/or Reading Radio 4RPH may seek assistance from a relevant industrial tribunal.

7.3 Withdrawing a Grievance Complaint

The complainant may withdraw the grievance complaint at any time through written notification.

7.4 Documentation

All details of a formal grievance are to be documented by the person managing the grievance.

8. References & Resources

8.1 Internal

- Code of Conduct
- Volunteer Policy
- Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Feedback and Complaints Policy
- Grievance and Dispute Policy (*this document*)
- Reading Radio 4RPH Volunteer Handbook

8.2 External

Department of Premier and Cabinet, 1996, *Dealing with Employee Work-Related Concerns and Grievances – Policy and Guidelines*, Department of Premier and Cabinet, Sydney.

The Office of the Director of Equal Opportunity in Public Employment and the Public Employment Office, 1996, *Harassment Free Workplace: Policy and Guidelines*, The Office of the Director of Equal Opportunity in Public Employment and the Public Employment Office, Sydney.

8.3 Websites

Fair Work Australia Website

www.fwa.gov.au

Workcover Authority of QLD website

www.worksafe.qld.gov.au

Queensland Industrial Relations Commission

www.qirc.qld.gov.au