

Capricorn Citizen Advocacy

STAFF GRIEVANCE POLICY

Policy number:	6.5.0	Approved by Management Committee:	27 th March 2024
Version:	4.0	Signed off by Executive:	27 th March 2024
Responsible person:	Coordinator	Scheduled Review Date:	27 th March 2027

Purpose

All staff of Capricorn Citizen Advocacy have the right to expect fair and just treatment, and to complain if they consider that this has not occurred.

Policy

This policy is applicable in the following circumstances:

- A grievance between members of staff;
- A grievance between a member of staff and a member of the Management Committee

1. Welcoming Complaints:

Capricorn Citizen Advocacy will welcome the opportunities presented by the receipt of a complaint, to improve our working relationships and practices. We believe that Capricorn Citizen Advocacy has a responsibility to listen seriously and courteously to any staff grievances, to take complaints seriously, and to ensure that everything possible is done to resolve matters in a sensitive and confidential manner. The person who complains has a right to justice, and a right to have that grievance resolved.

2. Responsibility:

It is the ultimate responsibility of the Management Committee of Capricorn Citizen Advocacy to respond to the complaint and to facilitate its resolution.

3. No Retribution:

Staff are assured that there will be no retribution as a result of them submitting a grievance. It is the aim of this policy to resolve the grievance with the least possible upset to any person.

4. Seek Resolution with Respondent:

Staff will always be encouraged in the first instance to seek to resolve their grievance directly with the person with whom they have the grievance.

5. Representatives:

Any person involved in the grievance process is welcome to use an independent person (free from conflict of interest) to assist them.

6. Support to Complain:

The person who feels aggrieved shall have easy access to an appropriate person to explain the grievance and to have it resolved. If necessary, staff will receive support from the program to make a complaint.

7. Speedy Response:

Grievances will be handled quickly within an agreed time frame and staff shall be kept informed of progress made towards resolution of the grievance.

8. Natural Justice:

The resolution of the grievance shall be fair and just. Staff and respondents can both expect to have full access to natural justice in the handling of the grievance by Capricorn Citizen Advocacy. The process shall not favour the status of any person.

9. Access to Information:

Staff will have access to information on the complaints management process by the provision of an easy to follow "step by step" procedure which is in plain English. See [6.5.1.0 Staff Grievance Procedure](#) and [6.5.1.1 Staff Grievance Record Form](#).

10. Choice of Action:

While Capricorn Citizen Advocacy does have a procedure to handle staff grievances, it is respected that staff may choose their own course of action outside of these. The person may wish to get advice from a friend, family member, an advocate, a private solicitor, the Queensland Human Rights Commission, a trade union, Fair Work Australia, or some other entity of their choosing.

11. Variety of Mechanisms:

Capricorn Citizen Advocacy prefers that grievances are submitted in writing, but they can also be received via email, phone messages, video or audio message, interpreter, or the person (or his/her advocate) could address the Management Committee at a specially convened meeting.

12. Simple and Confidential:

The procedure shall be simple and confidential by involving, for the resolution of the grievance, the least number of people possible. Any person who, by necessity, is made privy to the grievance shall not divulge any matter concerning it without the prior consent of both the person who has the grievance and the Management Committee. Both staff and Management Committee members sign Confidentiality Agreements as an integral part of their appointment. See [Form 4.1.0.1 Confidentiality Agreement Form](#).

13. Best Interests:

In its endeavours to resolve the complaint, the Management Committee shall act in the best interests of the staff members concerned.

14. Constitution:

All actions taken must be in accordance with the [Constitution of Capricorn Citizen Advocacy Inc.](#)

Related Documents

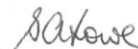
- 1. [Policy 6.1.0](#) [Workplace Culture Policy](#)
- 2. [Policy 6.2.0](#) [Working Together Policy](#)
- 3. [Procedure 6.5.1.0](#) [Staff Grievance Procedure](#)
- 4. [Form 6.5.1.1](#) [Staff Grievance Record Form](#)

References

- 1. [Anti-Discrimination Act 1991 \(Qld\)](#)
- 2. [Fair Work Act 2009 \(Cth\)](#)

Ratification

This policy was adopted by Capricorn Citizen Advocacy’s Management Committee at its meeting held on 27 / 03 / 2024.



SIGNED:
President

SIGNED:
Secretary

27 / 03 / 2024
(Date)

27 / 03 / 2024
(Date)