



Torquay Bowls Club

6 - Grievance Resolution Policy

Responsible Department - BOM

Date Approved - March 2024

Next Review 2 years

Introduction

The Club recognises the need for employees and others to have confidence that we will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

Definition

Grievance - a complaint arising from any situation within the control of the Club, which causes an employee serious discomfort, concern or distress.

The following issues are not considered grievances within the scope of this policy:

- Maintenance issues (such as leaking taps, broken furniture or equipment, etc). These should be referred to your manager. If warranted the repair will then be carried out;
- Accident/incidents (such as tripping, slipping, burning). An incident report needs to be completed in accordance with the procedure. The incident will then be reported to the Manager to see if further action is needed; and
- General suggestions (for example, ideas for improvement to buildings, processes, employee services etc). These should be referred through the appropriate mechanism.

Principles

We will deal with grievances according to the following principles:

- Grievances will be resolved informally where possible;
- Grievances will be resolved as close as possible to the sources of dissatisfaction;
- Grievance procedures will be widely advertised;
- Grievances must be fully described by the aggrieved;
- People will be given the details of any allegation against them and will have the opportunity to put their side of the story before a resolution is attempted;
- Proceedings should be conducted honestly, fairly, promptly and without bias; and
- Issues that are of a criminal or a legal nature may be referred to the police or appropriate legal agents at the prerogative of the person with the grievance.

Initiating a grievance procedure

Any employee or person involved with the Club can express a grievance about any person, procedure or event associated with the Club. Vexatious or malicious complaints (complaints made not in good faith i.e. without genuinely believing the complaint to be true) will not be tolerated. No employees shall be threatened, victimised or disadvantaged as a result of:

- Making or intending to lodge a grievance;
- Providing information as a witness; and/or
- Supporting an employee who has made a grievance.

Record keeping

To assist with the mediation process, the mediator will maintain confidential documentation. This documentation (only in formal occasions and only where it results in disciplinary action) will be marked as such and will be maintained by Human Resources in personnel files, otherwise it will be kept in a separate confidential file.

Confidentiality

In accordance with the Company's Privacy Policy, all parties involved in the grievance procedure will maintain complete confidentiality (unless disclosure is granted under legislation) and respect for the privacy of others.