



Grievances and Dispute Resolution Policy

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Responsible person: Chairperson

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INTRODUCTION

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

Community Radio Albury Wodonga Co-operative Society Ltd (the Co-op) encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.

The preferred process involves employees and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

PURPOSE

The purpose of this document is to provide an avenue through which employees and volunteers, and their managers, can resolve work-related complaints as they arise.

POLICY

The Co-op will establish mechanisms to promote fast and efficient resolution of workplace issues.

Employees and volunteers should feel comfortable discussing issues with their manager, coordinator or supervisor in accordance with the procedures relating to this policy.

All formal avenues for handling of grievances will be fully documented and the employee/volunteer's wishes will be taken into account in determining the appropriate steps and actions.

No employee will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to permanent and part-time paid employees and to volunteer workers.

This policy does not apply to members or ex-members of the Co-op who have a dispute relating to the management of the Co-op, as there is scope in the Rules of the Co-op relating to the management of Disputes.

RESPONSIBILITIES

It is the responsibility of Managers and Supervisors to ensure that:

1. They identify, prevent and address potential problems before they become formal grievances;
2. They are aware of and committed to the principles of communicating and information sharing with their employees and volunteers;
3. All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
4. Any grievance is handled in the most appropriate manner at the earliest opportunity;
5. All employees and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of Employees (including Volunteers) to ensure that:

1. They attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

AUTHORISATION

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Board Secretary

15 August 2022

Date of approval by the Board

RELATED DOCUMENTS

PN-06 Directors Dispute Resolution Policy