

# NIAGARA LODGE

## Quality Procedure

### QP0602.05

#### Staff Complaints and Grievances

<b>Purpose</b>	To describe the process of resolution between two or more parties when a grievance is reported
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Issue No.	Revision Status	Date
Revision 6		30 April, 2010

<b>Stakeholders:</b>	<b>Chief Operating Officer</b>
	<b>Quality Manager</b>

**Review Date:** 30/04/2011

**QP0602. 05 HR Staff Complaints and Grievances**

<b>Purpose</b>	To describe the process of resolution between two or more parties when a grievance is reported
<b>Scope</b>	All staff, paid or unpaid, Service Users and Agencies
<b>Records</b>	<i>QF0602.45 Staff Complaints and Grievances Form</i> <i>QF0602.46 Staff Complaints and Grievances Register</i>
<b>Process</b>	<p><b>Raising a grievance</b></p> <ul style="list-style-type: none"> <li>• In the first instance the employee shall attempt to resolve the grievance with the other party.</li> <li>• If the matter is not resolved satisfactorily the aggrieved employee may choose to lodge a formal grievance in writing with the Manager/Team Leader.</li> <li>• Upon receiving the written grievance the Manager/ Team Leader must first inform the subject of the complaint that a grievance has been lodged.</li> <li>• The Manager in consultation with the Chief Operating Officer seeks agreement from the parties to participate in mediation where appropriate.</li> <li>• Mediation must occur <b><i>within 7 days</i></b> of the initial grievance.</li> </ul> <p><b>If the matter is not resolved by initial mediation</b></p> <ul style="list-style-type: none"> <li>• If mediation does not resolve the issue satisfactorily the aggrieved employee may have the matter referred to the Chief Operating Officer. This must be in writing. A union representative shall be present if desired by either party.</li> <li>• If the grievance is still unresolved the matter shall be referred to a working group or staffing sub-committee. A union representative shall be present if desired.</li> <li>• The employee is advised of their right to have an independent advocate or support person with them throughout the entire process</li> <li>• It is expected the previous two stages shall take place <b><i>within 7 days</i></b>.</li> <li>• The grievance panel is to meet formally with each party separately to review the grounds and circumstances of the grievance. A union representative may be present if desired by any party to the grievance.</li> </ul>

- The grievance panel is to record its determination in writing. Determinations must include the facts and circumstances relied upon and the reasons for any decision or recommendation made.
- If the grievance panel finds on the balance of probabilities that a breach of the Code of Conduct has occurred, the Chief Operating Officer may determine a disciplinary outcome within CCRAInc. Policy and provisions of the relevant employee's award.
- The parties to the grievance are to be advised verbally and in writing of the outcome, within 14 days of the lodging of the written grievance with the Chief Operating Officer.

**If the matter remains unresolved**

- If satisfactory resolution is not reached following intervention by a grievance panel, the Chief Operating Officer refers the matter to an appropriate body for conciliation and arbitration. A decision made will be considered as binding, and accepted by the parties as ending the matter.

**Circumstances during grievance process**

- Until the grievance is determined the parties shall continue to perform the duties and functions of their positions in accordance with organisational policy and procedures.
- No party shall be prejudiced as to the final settlement by the continuance of work.