



Grievance Procedure

It is Deaf Australia's policy to maintain a harmonious working environment which affords equality of opportunity. Deaf Australia recognises the right of individuals to express their concern about work related issues and will endeavour to resolve Board Members/Deaf Australia employees/Volunteers/Deaf Australia members and visitors genuine grievances and complaints in a fair and timely manner.

In the first instance, all efforts will be made to resolve the complaint directly between the parties in a low-key and diligent manner.

Deaf Australia Inc takes seriously its responsibilities to handle grievances and accordingly outlines appropriate procedures for a resolution process.

Deaf Australia Inc will:

- Ensure that each person is free to raise and have resolved any complaints or disputes he or she may have regarding the organisation or its activities;
- Ensure that all problems are routinely reported, so that the need for any immediate corrective action can be considered and implemented;
- Investigate the cause of grievances and problems, analyse processes to detect and eliminate causes, initiate preventive action, apply and implement changes resulting from corrective preventive action.

Deaf Australia will ensure that the handlings of all Grievance claims are to be kept private and confidential in a safe place.

Procedure for a complaint/grievance:

Before a formal complaint is lodged the Board Member/Deaf Australia employee/Volunteer/Deaf Australia member or visitor should approach the person involved by:

- Asking or telling the person to stop;
- Writing a personal and confidential letter to the person concerned asking that the behaviour stop immediately;
- Making an informal grievance complaint to the Executive Officer.

Step 1 Complainant should in all cases ensure that they have approached the person concerned with whom s/he has a complaint (the respondent). In all cases an attempt should be made to resolve the conflict in this step.

If the complainant feels the conflict has not been resolved, for whatever reason, then:

Step 2 The complainant should put the complaint in writing. The written complaint/incident form should be given to the Executive Officer. A record is to be kept of the discussion and the complaint form filed in a secure place.

Executive Officer then to contact the respondent, and ask for their side of the story – a record of this discussion also to be kept.

Step 3 Executive Officer then to liaise in a meeting between the complainant and respondent, to discuss the problem. A record is to be taken of this meeting. If the conflict is resolved, all records are kept for five years and then destroyed.

If the conflict is not resolved, then:

Step 4 Executive Officer to notify President / Secretary, and allow perusal of notes of the above meetings.

Meeting then is to be arranged between President / Secretary, Executive Officer and both parties. If the conflict is resolved, all records are kept for five years and then destroyed.

If conflict is not resolved, then:

Step 5 The complainant has a right to bring in an outside mediator for a further meeting, after which all parties are to agree to a solution.

If the complainant chooses not to bring in an outside mediator, the President / Secretary to negotiate a solution or a way to avoid the problem in the future.

NOTE: If the grievance is against the Executive Officer, the complainant should first approach the Executive Officer and attempt to solve the conflict immediately. If the complainant is not satisfied, then s/he is to approach the President / Secretary, to negotiate through Steps 4 - 5 as above.