

Managing a Grievance Process

Purpose

The purpose of this Process is to outline the Geelong Greyhound Racing Clubs (**Club**)'s process on potential steps involved when managing a grievance, it is at the discretion of the Club to skip any steps as appropriate.

Scope

This Process applies to all people involved in greyhound racing in connection with the Club, including all members of the Club committee, Club members, Club employees and any contractors, student placements, volunteers, participants and community members.

Process

Report a grievance

ALL STAFF

1. Raise concerns on an informal basis in the first instance and lodge a formal grievance with the Club where necessary.

A grievance can be reported to:

- Supervisor;
- Club Manager;
- Club President/Chair.

2. Submit a grievance and include details, who is involved and what is sought.

What can cause an employee grievance?

- Allocation of work or development opportunities;
- Perceived discrimination, harassment, bullying;
- Workplace communication and interpersonal conflict;
- Changes in technology, work processes or location;
- Occupational Health and Safety issues; or
- Interpretation, application or operation of an industrial award or agreement.

3. Discuss confidentiality

ALL STAFF, Manager and/or Club President/Chair

- a. Maintain the confidentiality and integrity of every person involved.
- b. Ensure that information regarding the grievance is treated confidentially.
- c. Ensure that there is no victimisation of complainants or witnesses.
- d. Pass on details of unresolved grievances, grievances involving physical danger, criminal investigation, disciplinary action or employer liability to the management as soon as possible.
- e. Ensure that breaches of confidentiality or allegations of victimisation are subject to a separate disciplinary process which may result in disciplinary action.

4. Investigate grievance

Manager and/or Club President/Chair

- a. Treat all complaints seriously and investigate them promptly and sensitively as outlined.
- b. Interview any relevant witnesses or people who can substantiate the grievance.

- c. Use interview guidelines and note interview outcomes.
- d. Take action towards resolution or referral in a timely manner.
- e. Comply with principles of natural justice and procedural fairness.

5. Resolve dispute

Manager and/or Club President/Chair

- a. Arrange meeting between you, respondent and him/herself to substantiate grievance and develop a resolution.
- b. Inform the parties that they must cooperate to ensure that the dispute resolution procedures are carried out as quickly as is reasonably possible.
- c. Acknowledge the right of either party to appoint, in writing, another person to act on behalf of the party in relation to resolving the matter at the workplace level.
- d. Ensure a resolution is not contrary to any relevant legislation, award, agreement, policy or procedure.
- e. Refer matter to the next level of management if grievance not resolved at this level.

Do involved employees continue to work while attempting to resolve the dispute?

The parties continue to work in accordance with their contract of employment unless the employee has a reasonable concern about an imminent risk to his or her health or safety.

The employee must not unreasonably fail to comply with a direction by his or her employer to perform other available work, whether at the same workplace or another workplace, that is safe and appropriate for the employee to perform.

6. Escalate dispute externally

Manager and/or Club President/Chair

- a. Agree that if either party refers the matter to alternative dispute resolution, both parties will participate in the alternative dispute resolution in good faith.
- b. Bring in an external mediator or investigator to handle the process where appropriate.
- c. Seek advice from external bodies where appropriate.

NOTE Any Order or Decision of the FWA (subject to the parties' right of appeal under the Act) will be final and binding on all parties to the dispute.