

Grievance Management Policy & Procedure

1. Introduction

- 1.1 BuildAid is committed to achieving and maintaining a harmonious and productive environment based on the principles of the Bible, and for mutual benefit of all concerned.
- 1.2 This Grievance Management Policy and the accompanying procedure is in place for the occasions when Board, volunteers, and members of the communities in which we serve find themselves in a position of unresolved conflict or disagreement.
- 1.3 The Grievance Management Policy and Procedure is based on principles outlined in Matthew 18:15-16.
- 1.4 The policy and procedure is designed to encourage informal resolution of issues swiftly and confidentially.
- 1.5 The policy and procedure is written recognising that situations may arise where informal resolution is not achievable or is not appropriate, and provides a process for Formal Resolution.

2. Scope

- 2.1 This policy and procedure applies to all Directors, Board members, and volunteers who are concerned about one or more of the following:
 - (a) The inappropriate or unjust application of an organisation's policy, rules or conditions.
 - (b) An inappropriate or unjust formal instruction.
 - (c) The contravention of workplace rules and/or requirements.
 - (d) Decisions or actions connected to the supervision of children, where a child or parent believes that an injustice has taken place; and
 - (e) Unfair or unkind treatment from other people.

3. Principles

- 3.1 **Confidentiality.** At all times, documentation and discussion associated with a grievance will be treated as confidential. Relevant information will be retained in specific confidential files to which access will be restricted to a 'need to know' basis only. Information on relevant files may be subject to

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applications for disclosure under the *Freedom of Information Act 1982*. See Privacy Policy and Procedures.

- 3.2 **Fairness.** Procedural fairness will apply to all parties in the following way:
- (a) Parties have a right to a fair hearing and/or investigation by an unbiased person;
 - (b) Parties have a right to know the case against them; and
 - (c) Parties have an opportunity to comment on material that may result in findings adverse to them.
- 3.3 **Timelines.** All complaints should be dealt with promptly and thoroughly with a view to finding a resolution as soon as practicable.
- 3.4 **Legal Disputes.** Where a dispute requires legal proceedings or involves criminal conduct, the Grievance Policy and Procedure will be superseded and the dispute will be deferred to relevant authorities.

4. Monitoring and assurance

- 4.1 The Board will monitor and review this Policy as required.

Date: 26/07/2021

Signed: _____ (Board Administrator)

Print Name: Murray Brown

Signed: _____ (Director)

Print Name: Ian Walter