

Grievance Policy

1. Purpose

The purpose of this policy is to provide a framework for grievances to be voiced and resolved in a fair and transparent manner.

2. Scope

This policy applies to:

- a. All employees, volunteers, contractors and interns/work placements of RedR,
- b. RedR deployees, and
- c. Standby personnel/applicants.

3. Policy Statement

RedR aims to provide a safe and productive work environment in the achievement of RedR's vision, mission, and strategy to deliver effective humanitarian relief.

RedR is committed to providing a workplace which values diversity, safety and equality by providing all employees with the right to access this grievance process with no victimisation and with minimal disruption to the provision of RedR services or operations.

The RedR Grievance Policy and Procedure aims to provide a mechanism for grievances to be voiced and resolved in a fair and transparent manner. Any employee (or group of employees), RedR deployee (or group of deployees), Standby personnel/applicant, Trainer, training participants, volunteers, contractors, interns / work placements, can access the grievance process. A grievance may be resolved through informal and formal processes and parties are encouraged to genuinely resolve the grievance.

RedR will take grievances seriously and attempt to resolve matters promptly in good faith. Grievances may arise in a spectrum of circumstances. Depending on the nature of the grievance, some grievances may be resolved through agreed outcomes.

For grievances relating to discrimination, harassment, and bullying, the grievant may seek a support person such as a colleague or a RedR Representative other than their direct manager

4. Principles

- Every effort will be made to treat each grievance sensitively and resolve grievances informally.
- At any time during the grievance process, a representative from Human Resources may be involved in the discussions.
- At any or all stages of the process an employee may request a support person to be present during discussions.
- If the grievance is against another individual, the individual will have the opportunity to respond to the details of the grievance.
- RedR expects that all those involved in any procedures under this policy maintain confidentiality of the identity of person(s) and the incident(s) alleged to have occurred.

Only people directly involved in making, investigating or resolving a grievance will have access to the information. However, it is important to note due to principles of natural justice and procedures fairness, if the grievance is against another individual, the individual will have the opportunity to respond to the details of the grievance. Any breaches of confidentiality will be taken seriously and may result in disciplinary action.

- Appropriate measures may be taken to diffuse the grievance and ensure the health and welfare of concerned parties.
- In resolving a grievance, it may lead to a range of outcomes from an agreed action such as performance counselling to an apology. In serious breaches or misconduct, appropriate disciplinary action may be taken including summary termination of contract or services.
- Depending on the nature of the grievance, RedR may deem it appropriate for parties to be transferred or stood down with pay during an investigation or commence a disciplinary procedure against an employee if the alleged conduct of an employee is substantiated.
- The grievant may request access to counselling through Employee Assistance Program via Human Resources.
- During a resolution of a grievance, work will continue in accordance with custom and practice in existence prior to notification of the dispute or grievance. There will be exceptions made in the case of:
 - Health and safety matters where continuation of normal work may place at risk an employee's health.
 - Where existing conditions may place either party under unreasonable duress pending resolution of the matter, this includes any conflicts of interest.
- The grievant is free of discrimination, repercussions and victimisation. No party shall be prejudiced as to the final settlement by the continuation of normal work.
- On a regular basis, RedR will monitor and review grievances for any systemic or procedural issues as part of RedR's continuous improvement process.

5. Procedures

5.1 Informal and Formal Grievance Framework

Depending on the nature of the concern or grievance, the grievant is encouraged to address the matter informally prior to accessing the formal grievance process. The grievant and RedR Representative are encouraged to genuinely resolve the grievance at the workplace level.

- a. Informal approaches:
 - Address the issue at the source (eg. a deployee telephones or emails their Deployment Officer, a volunteer talks to the Program Officer, Training)
 - Raise your concern or issue with your direct manager
 - Inform the offender that the behaviour is offensive and unacceptable
 - Resolve by consent through mediation and conciliation with support by the immediate manager or human resources.
- b. Formal:
 - Submit your grievance internally in writing
 - Submit your grievance to an external agency

Refer to Table 1 for further information on the Informal and Formal Grievance Framework.

5.2 Steps

a) Report in writing

If a dispute or grievance cannot be resolved informally, the employee can initiate the formal grievance process by submitting a grievance in writing to their direct manager or next-up manager or support person. Where a support person has received a formal grievance, the support person is to forward the grievance to the appropriate RedR Representative.

When reporting the grievance, document the following:

- Set out the grievant's name and position
- Include full details of the grievance such as names, dates reasons for the grievance
- Detail the desired result of raising the grievance

b) Acknowledgement by RedR Representative

Upon the receipt of the grievance, the RedR Representative whom the grievance has been reported to will acknowledge the grievance to the grievant in writing within 7 days. This does not preclude the RedR Representative to contact the grievant by phone, email, or by other means of communication so long as it does not causes 'harm' to the grievant.

c) Genuine discussions to resolve

RedR Representative and the grievant will meet in good faith to genuinely hold discussions to resolve the grievance. A resolution should be reached through this process. A process of mediation may occur through an agreed mediator. Each party should have the right to be heard and have the right of reply in this process. At this meeting, both parties will determine and agree on actions and timeframes. Documentation of discussions, agreed outcomes and timeframes are to be recorded and signed-off by each party with ongoing monitoring and review.

d) Investigation

RedR may deem it appropriate to conduct an internal investigation or engage an independent external mediator or conciliator during this process. The nominated investigator will remain impartial to both parties and there will be no conflict of interest between either parties. The outcomes of these investigations will be recorded in a clear and transparent manner. Individuals who are alleged to have caused the grievance will be notified of the allegations made against them. All parties will be given the opportunity to respond to any alleged grievance or complaint made against them.

e) Escalate / Appeal Process

A grievant has the right to pass the grievance onto the next level of the formal grievance framework should the grievant not be satisfied with the outcome, the process or if parties fail to meet agreed actions and timeframes. The decision of the Board of Directors will be considered the final settlement of the process.

5.3 Standby Register and Deployment

- Grievances are encouraged to be addressed initially at the informal stages.
- Where the grievant is a Standby Register personnel or a group of Standby register the grievant can continue to receive the services of RedR unless RedR hold serious concerns on their ability to deploy or the health, safety or professional conduct of the grievant.
- Where the grievant is a deployee on deployment, depending on the nature of the grievance, resolution process may involve the host agency in accordance with standards as outlined in the MOU between RedR and the host agency.
- While the grievance process is being initiated, the deployee is to continue their employment as per the terms of their contract, subject to any reasonable concerns about health, safety or professional conduct.
- Where the grievance relates to a serious case of misconduct or RedR holds serious concerns of about health, safety or professional conduct, Red will take appropriate measures in accordance to RedR policies.

6. Responsibilities & Reporting

6.1 Compliance, monitoring and review

The RedR HR manager is responsible for ensuring the policy:

- Aligns with relevant legislation, government policy and / or Red requirements/strategies/values,
- Is implemented and monitored, and
- Is reviewed to evaluate its continuing effectiveness

6.2 Reporting

Allegations of abuse or other criminal activities, such as theft, assault, or “risk of significant harm’ to children and young people will be reported to the police or relevant authorities.

7. Definitions

Grievance	Can be a concern, dispute or problem to do with work, the working environment, terms and conditions of your employment, application of policies and procedures, and/or your employment relationship/s. Grievances can arise due to work-related behaviours, acts, situations, omissions, or decisions, which an employee considers to be unfair or unjustified and requires addressing.
Complaint	Formal expression of dissatisfaction about our organisation, our services, our staff, our volunteers, our partners, our contracted service providers. This could be an objection or criticism. See <i>Feedback and Complaints</i>

	<i>Handling policy.</i>
Grievant	A person who raises a grievance in the workplace who has experienced, and been affected by, an incident which falls within the definition of a grievance.
RedR Representative	RedR Senior Management Team, Programme Managers, Human Resources, or a RedR team member to whom the grievance has been reported to.
Natural Justice	Ensuring that an objective decision-maker reaches a procedurally fair decision. Following the principles of natural justice will be applied: <ul style="list-style-type: none"> • Opportunity to respond to allegations • The decision maker is and is seen to be impartial and prejudice free, and is therefore unbiased in decision making • Decisions to be based upon evidence or probative evidence • A right of appeal
Support Person	A person nominated by a grievant to support the grievant in meetings. A support person could be a friend, a colleague, or other nominated person. A support person is not to speak on behalf of employees however may provide the grievant emotional support or assist in clarifying/explaining a response if the grievant has difficulty communicating a response during meetings.
Confidentiality	Confidentiality is essential to maintain the rights and integrity of the grievance process. Only people directly involved in making, investigating or resolving a grievance will have access to the information (when investigating some grievances confidentiality is not always possible).

8. Related policy and documents

- Feedback and Complaints Handling Policy
- RedR Staff Terms and Conditions
- RedR Deployee handbook
- Code of Conduct

9. External Resources

RedR recognises the right of individuals to approach an external agency if the Grievance Policy and Procedure has not resolved the issue to their satisfaction.

Fair Work Ombudsman	13 13 94	www.fairwork.gov.au
WorkSafe Victoria	1800 136 089	www.worksafe.vic.gov.au
Australian Human Rights Commission	1300 656 419	www.hreoc.gov.au


10. Document control

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Appendix 1

Table 1: Informal and Formal Grievance Framework

This table provides a general outline of the framework however depending on the nature of the grievance, it may be appropriate that it is escalated to the next level below the earlier stages. RedR recognises the right of individuals to approach an external agency at any time of the grievance.

		Expected actions...	
Informal	Address the issue at the direct source Address the issue with a key contact from RedR in which you are accessing service. For example, contact the Program Officer from the Deployment, Register or Training team.	Genuine discussions to resolve Agreed actions and timeframes	
Formal - Level 1	Programme Manager	Acknowledgement by RedR Representative within 7 days Genuine discussions to resolve Agreed actions and timeframes	
Formal - Level 2	Director	Acknowledgement by RedR Representative within 7 days Genuine discussions to resolve Agreed actions, decisions and timeframes	
Formal - Level 3	Senior Management Team	Acknowledgement by RedR Representative within 7 days Genuine discussions to resolve Agreed actions, decisions and timeframes	
Appeal Process	CEO	Acknowledgement by RedR Representative within 7 days Review of decisions Genuine discussions to resolve Agreed resolution	
Final Appeal	Board of Directors	Acknowledgement by RedR Representative within 7 days Review of decisions and process to date Genuine discussions to resolve Final resolution	