

1. Grievance Policy

2. Values Statement

RedR Australia (“RedR”) is guided by its values of accountability, integrity, empathy, and collaboration. The Grievance Policy has a key role in ensuring a professional and productive workplace by having a robust policy that deals with conflicts between employees and employers. This policy demonstrates our commitment to working through conflicts with integrity and in an unbiased manner.

3. Purpose

The purpose of this policy is to provide a framework for dealing with any grievances that may arise out of employment with RedR Australia. It is in place to ensure that all employees feel comfortable coming forward with an issue.

4. Scope

This policy applies to:

- All employees, volunteers, contractors, and interns/work placements of RedR.
- Associate trainers.
- RedR deployees.
- Roster members.
- RedR Board members.

5. Policy Statement and Principles

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), roster members, 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 and 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.

Principles:

- Every effort will be made to treat each grievance with sensitivity and resolve grievances informally.
- At any time during the grievance process, a representative from People and Capability 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 the 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 the Employee Assistance Program. Assistance can be provided via the People and Capability team.
- 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.

6. Procedures

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.

Informal Approaches:

- Address the issue at the source (eg. a deployee telephones or emails their Deployment Focal Point, a volunteer talks to the Program Officer, Training).
- Raise your concern or issue with your direct manager.
- Inform the offender that the behavior is considered offensive, and a request made for the behavior to cease.
- Resolve by consent through mediation and conciliation with support by the immediate manager or People and Capability.

Formal Approaches:

- Submit your grievance internally in writing.
- Submit your grievance to an external agency.

Steps for a Formal Approach.

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 name and position.
- Include full details of the grievance such as names, dates, and reason for the grievance.
- Detail the desired result of raising the grievance.

Acknowledgment by RedR Representatives

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 cause 'harm' to the grievant.

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. Discussions, agreed outcomes and timeframes are to be recorded and signed-off by each party with ongoing monitoring and review.

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 party. 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.

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.

Roster members and deployment

Grievances for roster members and deployees will be managed as per the above steps where possible. Where the grievant is a roster member or a group of roster members, 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, the 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 employee 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 with RedR policies.

7. Roles and Responsibilities

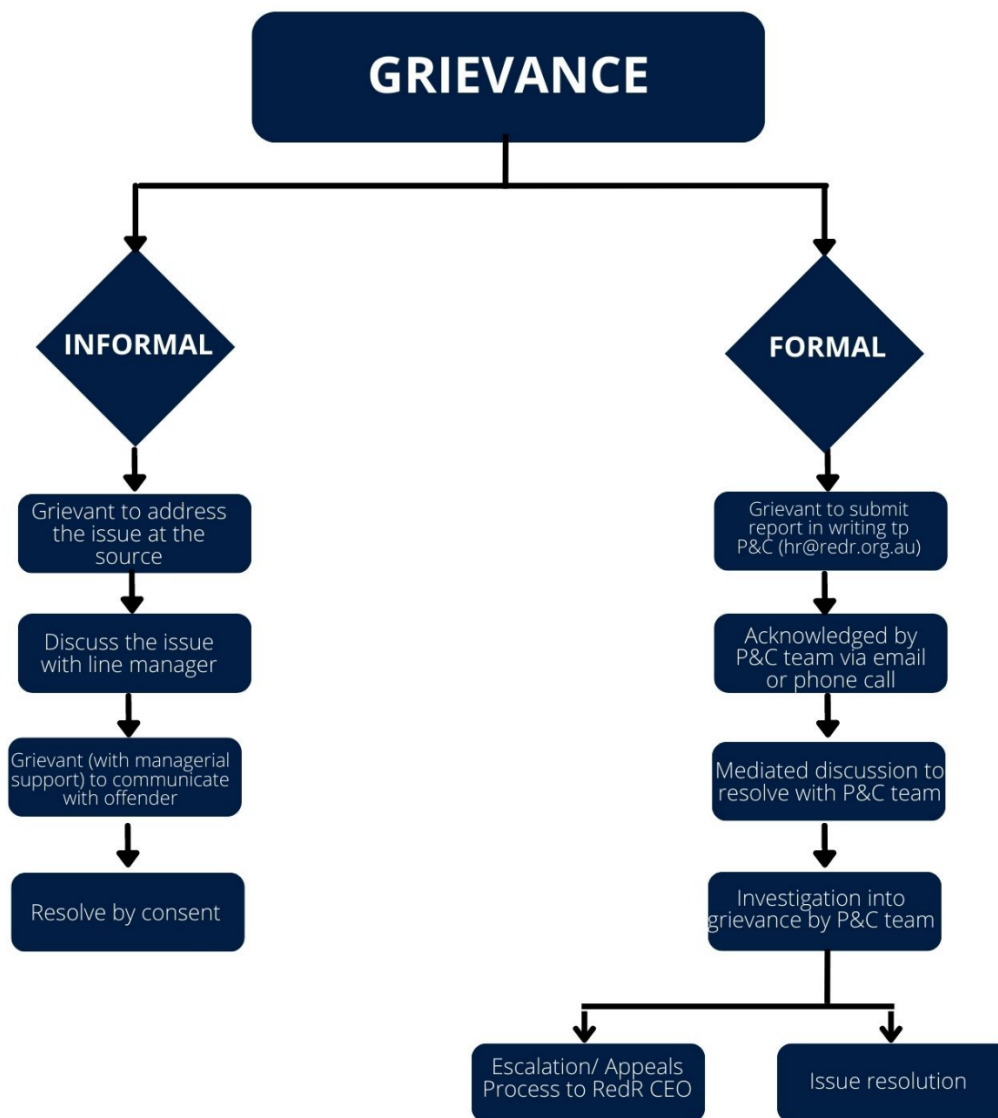
The People and Capability manager is responsible for ensuring the policy:

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

Reporting Responsibilities:

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 and relevant authorities.

8. Flow Chart



9. Definitions

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).
Deployment Focal Point	The contact person provided to the employee from RedR Australia that is managing the deployment from start to finish.
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.

Grievance Policy

Natural Justice Ensuring that an objective decision-maker reaches a procedurally fair decision. Following the principles of natural justice will be applied:

- 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

RedR Representative RedR Senior Management Team, Program Managers, Human Resources, or a RedR team member to whom the grievance has been reported to.

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

10. Related Policies and Documents

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

11. Document Control

Reviewed by:	P&C Officer
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