

COMPLAINTS PROCEDURES

This grievance procedure is intended as the tool by which a volunteer may address their complaint or grievance. It applies to any matters concerning a volunteer's role and responsibilities, workload or the behaviour of others towards an individual or group.

A grievance is a complaint by a volunteer(s) to their employer about an aspect of their employment which they believe is causing them injury, injustice or mistreatment. The complaint should be dealt with confidentially according to the Privacy Act, through the correct channels, quickly and flexibly to the reasonable satisfaction of the volunteer/s and the organisation. All volunteers should use the following stepped procedure when lodging a grievance.

Step 1

Discuss the matter with the Management or any of the Management Committee members. The grievance can be lodged verbally or in writing. Discussions should begin within 48 hours unless you agree otherwise.

Step 2

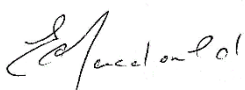
If the grievance remains unresolved, you may refer the matter to the next level of management - your committee. Your committee will be required to consult the person with the grievance and any other party involved in an attempt to resolve the issue. Discussions should take place within seven working days unless all parties agree otherwise.

Step 3

The President or their nominee should appoint an Investigating Officer with the required knowledge and skills to consider the details of the grievance. To assist an impartial investigation, the investigating officer will be a person other than the immediate supervisor(s). If the matter is not settled by this investigation to the satisfaction of the person lodging the grievance, independent legal advice should be sought to assess options for further action.

In the case of a complaint of discrimination, harassment or sexual harassment a volunteer will be referred to a person within the organisation with the relevant skills to deal with such matters or the complainant may refer the matter to the Office of the Anti Discrimination Commissioner (email: antidiscrimination@justice.tas.gov.au)

Authorised By:



**President on behalf of
Management Committee
RPH Print Radio Tasmania Inc.**

Date : 01/07/2020