

Internal Grievance Policy – Member information summary

What is the policy about?

This policy sets out the procedures that members, employees and volunteers should follow when an internal grievance arises.

It explains, how to raise a grievance, what will happen after a grievance has been raised, and provides guidance for Presidents about what to do if someone raises a grievance with them.

Why do we need to have this policy?

We are committed to having a harmonious and respectful environment for all our people, however sometime issues come up. We need to have this policy so that when an internal issue comes up, we can handle it fairly, with respect and in a timely manner.

How does the policy apply to Members?

This policy will apply to those members:

- when they raise an internal grievance
- if someone raises an internal grievance about them
- if they are a President and someone brings an internal grievance to them.

What does the policy ask of members?

The policy asks that in the first instance you try to resolve a concern directly with the person or people involved positively, informally, and as soon as possible if you feel able to do so.

If you are not able to resolve the concern, or the problem continues raise the concern with your President.

If your concern is about your President, or someone in a position of authority, the policy has alternative reporting pathways.

What does the policy ask of Presidents?

The policy asks that Presidents treat all grievances raised with fairness and confidentiality. Treating a grievance with confidentiality does not prevent a President seeking advice from the President of your superior council (e.g., if you are a conference President, the Regional Council President) or Regional Director.

If the President is comfortable doing so, and they can be impartial (do not have a conflict of interest) they should conduct an initial assessment (the policy advises how to do this), if they are not comfortable doing so, they should seek support from their President and their Regional Director.

If the President is able to resolve the concern, the policy asks them to keep a record using the forms in the policy. If they are not able to resolve the concern the policy asks them to escalate the concern.

The policy asks that internal grievances brought immediately to a Regional, Central Council or State Council President be referred to a Conference President in the first instance, unless the Conference President is not able to manage the grievance.