

Mount Beauty & District Men's Shed Grievance Policy & Procedures

- 1.0 Purpose** To set out a Policy & Procedures framework that will assist members of the Mt Beauty & District Men's Shed (The Shed) to resolve grievances.
- 2.0 Scope** This policy applies to all members of The Shed.
- 3.0 Policy.**
- 3.1 The Shed recognizes that grievances may develop between members, and between members and the Committee, and these grievances need to be resolved in a timely, appropriate and respectful manner.
- 3.2 The formal procedures used to resolve these grievances must comply with Section 8 of the Sheds Constitution.
- 3.3 The Shed will always try to resolve grievances informally (Procedures-Stage 1) but if this is not possible, or unsuccessful, then a mediator will be appointed and a more formal process (Procedures-Stage 2 & 3) adopted.
- 3.4 The appointed mediator must be,
- 3.4.1 A person chosen by agreement between the parties; or
- 3.4.2 In the absence of an agreement then,
- (1) In the case of a grievance between a member and another member, a mediator may be appointed by the Committee of The Shed. That mediator may be another member of The Shed.
- (2) In the Case of a grievance between a member and the Committee, a mediator appointed by the Dispute Settlement Centre of Victoria (Department of Justice).
- 3.5 If the mediator is agreed to by the parties (3.4.1) or appointed by the Committee (3.3.2 (1)) then then the procedures used to resolve the grievance are those listed in 4.0, 5.0 & 6.0 below.
- 3.6 If the mediator is appointed by the Department of Justice (3.4.2 (2)) then the procedures used will be those determined by the Dispute Settlement Centre of Victoria.

4.0 Procedures - Stage 1. Informal

- 4.1 A member who has a grievance with another member, or with the Committee, is encouraged to raise this grievance with the other party in a friendly and respectful manner in an attempt to resolve the grievance to the satisfaction of all parties.

5.0 Procedures-Stage 2. Semi-formal

- 5.1 If the grievance is not resolved in an informal way (Stage 1) then the member has the right to formally report the grievance to the Committee.
- 5.2 A mediator is then appointed to the dispute (3.4 above).
- 5.3 The mediator will attempt to bring the parties together in a semi-formal way with the aim of resolving the grievance to the satisfaction of all parties.
- 5.4 The mediator must not determine the outcome of the grievance but must allow the parties to resolve the grievance to the satisfaction of all parties.

6.0 Procedures-Stage 3. Formal

- 6.1 If the parties to the grievance are unable to reach a satisfactory resolution to the grievance in a semi- informal way (Stage 2) then the grievance process becomes formal.
- 6.2 The mediator will inform the **complainant** to put the grievance in writing and to attach any supporting evidence.
- 6.3 The mediator will inform the **respondent** that the grievance has been formally lodged against them and provide them with a copy of the grievance documents.
- 6.4 The mediator will advise both the complainant and the respondent of the grievance resolution procedures and time frame.
- 6.5 Respondents will be given every opportunity, and sufficient time, to respond to the grievance allegations.
- 6.6 All parties to the grievance must adhere to the principles of confidentiality and privacy at all times.
- 6.7 The respondent must not contact the complainant about the grievance during the resolution process to remove the accusation of intimidation or coercion.
- 6.8 The mediator may undertake an investigation of the grievance. This may include gathering written statements, holding interviews, inspection of the workplace and any other action which the mediator thinks may help in the resolution for the grievance.

- 6.9 If interviews are conducted then,
 - 6.9.1 The complainant and the respondent will be given adequate notice and details about the interview.
 - 6.9.2 The complainant and respondent will be interviewed separately and in private.
 - 6.9.3 The complainant, the respondent and the mediator may have a witness present during interviews. The witness must remain silent and take no active role in the interview process unless requested to do so by the mediator.
 - 6.9.4 During the interview process each and every grievance allegation must be put to the respondent and the respondent must be given sufficient time to respond.
 - 6.9.5 A written record of each interview must be kept and audio and video recordings are allowed
 - 6.9.6 Each interviewee must be provided with a copy of the written record (and audio or video recordings if taken) as soon as possible after the interview.
- 6.10 All parties to the dispute must, in good faith, attempt to settle the dispute by mediation.
- 6.11 The mediator must ensure that natural justice is accorded to all parties to the dispute.
- 6.12 The mediator must not determine the outcome of grievance but allow the parties to resolve the grievance to the satisfaction of all parties.
- 6.13 If the mediation process does not result in the grievance being resolved, the parties may seek to resolve the dispute via legal action.

7.0 Outcomes.

- 7.1 The mediator should report the outcome of all mediation processes to the Committee.
- 7.2 The Committee may determine that disciplinary procedures may be instigated against members involved in the grievance.
- 7.3 If disciplinary procedures are instigated the Committee must follow Section 7 (Discipline, suspension and expulsion of members) of the Sheds Constitution.
- 7.4 If the disciplinary procedures involve a Committee member, and those procedures could result in the removal of that member from the Committee, then the Committee must follow Section 30 (Removal of Committee member) of the Sheds Constitution.

Adopted: 13 August 2019

Review date