

# APPENDIX 2.8 SAMPLE GRIEVANCE OR COMPLAINTS POLICY

Date of Endorsement \_\_\_\_\_ Date Last Reviewed \_\_\_\_\_

Signature \_\_\_\_\_ Position held \_\_\_\_\_

## DISMISSAL

Remember, if major problems occur, a volunteer can be thanked for their assistance and asked not to come back. It is always important to recognise the help someone has provided.

## INTRODUCTION

The Community Heritage Group works towards an idea of “mutual cooperation” in which volunteers have an equitable relationship with each other and that all volunteers feel their rights and responsibilities are respected.

It is intended by having this policy that volunteers feel secure in their right to query and challenge things they feel are unacceptable or about which they are unsure.

## DEFINITIONS

Grievance/complaint: a dispute that one person has against another person or group of people.

Conflict resolution: the resolution of any dispute between parties undertaken in the spirit of conciliation.

## POLICY

This policy applies to all members and volunteers of the Community Heritage Group.

## PRINCIPLES TO BE FOLLOWED WHEN GRIEVANCES OR COMPLAINTS ARISE

All complaints need to be handled promptly and with transparency. The following principles will be adhered to:

### 1. **Respect for another’s point of view.**

Each party should show respect for the other’s right to disagree.

### 2. **A commitment to resolving the issue and willingness to compromise.**

The parties involved should be willing to resolve the problem by being open to all proposals and suggestions and should be prepared to compromise.

### 3. **Confidentiality**

Other members of the organisation should not have access to information on the conflict unless they are directly involved or are handling the grievance.

### 4. **Impartiality**

All parties must be given the opportunity to present information directly related to the grievance, and no decisions or judgments will be made until all information has been carefully and impartially considered by those responsible for resolving the grievance.

### 5. **Compassion and respect**

All people handling the grievance must be sensitive to the needs of those directly involved.

### 6. **Prompt action**

All grievances must be dealt with promptly as outlined in the procedures of the constitution.

### 7. **Freedom from repercussions**

There will be no repercussions as a consequence of a person notifying a grievance, or as a consequence of an outcome.