

## **Grievance Resolution Policy of Marcoola Surf Club**

### **1. Purpose**

---

- 1.1 The Marcoola Surf Club ('the Club') is committed to ensuring a harmonious working environment by ensuring that staff grievances are dealt with in a timely, fair, structured and transparent manner.
- 1.2 The purpose of this Policy is to allow such problems, referred to as grievances, to be addressed internally in a timely and confidential manner. This Policy outlines the steps needed to make a complaint and how grievances will be handled by the Club.

### **2. Scope**

---

- 2.1 The Club aims at ensuring all grievances are dealt with in a supportive environment without the victimisation or intimidation of any staff member raising a grievance.
- 2.2 This policy will be made available via <https://www.marcoolasurfclub.com.au/staff-portal/>.

### **3. Definitions**

---

- 3.1 The term "grievance" refers to any actual or perceived problem, question, dispute difficulty, complaint or concern a staff member may have in relation to work at the Club. It may be between a staff member and the Club, between staff members, may involve a union or may relate to decisions or actions taken (or not taken) by Club management.
- 3.2 The term "grievance resolution" refers to the process by which solutions are sought in response to a grievance.

### **4. Grievance Resolution Principles**

---

- 4.1 The following principles will apply to any grievance raised by a staff member of the Club:
  - (a) grievances may be raised with any supervisor or Club Manager
  - (b) grievances do not have to be in writing unless otherwise requested by the supervisor or Club Manager;
  - (c) all grievances will be dealt with in a timely, fair and transparent manner;
  - (d) the raising of any grievance will not result in the unfair treatment of any person;
  - (e) grievances will initially be dealt with in an informal manner, prior to resorting to a more formal or structured processes, if required;
  - (f) due process and natural justice will apply with respect to any grievance resolution process;
  - (g) subject to the above, confidentiality will be maintained with respect to any grievance resolution process;
  - (h) any staff member who is involved in a grievance resolution process is entitled to have a support person present with them during any meetings or discussions;
  - (i) subject to the nature of the grievance, it may be referred to an independent external organisation for handling; and

- (j) any staff member who is involved in a grievance resolution process may seek independent advice in relation to the grievance matter.

## **5. Withdrawing a Grievance**

---

- 5.1 A staff member who has raised a grievance may choose to withdraw that grievance at any time.
- 5.2 However, if a grievance is withdrawn and the Club still considers there to be an issue/s of which has the potential to affect other staff, the Club may elect to continue dealing with the issue/s on its own accord.

## **6. Review of the Handling of a Grievance**

---

- 6.1 Grievance resolution is the responsibility of the relevant supervisor or Club Manager. Where a resolution is not achieved, or the staff member raising the grievance is not satisfied with how the grievance is being handled, the grievance may be escalated through the appropriate hierarchy at the Club.

## **7. Frivolous or Vexatious Grievances**

---

- 7.1 Where the supervisor or Club Manager handling the grievance considers, at any time, that the grievance is frivolous, vexatious or otherwise misconceived or lacking in substance, they may choose to dismiss the grievance.
- 7.2 If a grievance is found to have been deliberately fabricated, frivolous or vexatious in nature, appropriate action may be taken against the complainant. Action depends on the seriousness of the allegations and may include, but not limited to:
  - (a) Counselling;
  - (b) A written apology by the complainant to the person complained about;
  - (c) An official warning;
  - (d) Demotion; and/or
  - (e) Termination of employment.

## **8. Questions or Queries**

---

- 8.1 Staff should direct any questions or queries in relation to this policy to Club management.

**Last reviewed: Jun 2022**