



Grievance Policy

VERSION 1- CaNSCC-
1.1.2025

for Coolum District Coast Care Group
trading as Coolum & North Shore Coast Care

INTRODUCTION This document provides information on handling grievances at Coolum and North Shore Coast Care, including how to make a complaint, how to deal with a complaint / grievance and how to support persons through the grievance process. It is inevitable that conflict can occur in the workplace. It is important that there are established procedures to deal with such occurrences quickly to protect the people involved and also to protect our organisation.

WHAT IS A COMPLAINT? A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of a service, a policy or procedure, or the conduct of another person.

WHO CAN MAKE A COMPLAINT? Any person can make a complaint. This can include staff, volunteers, customers, community members or committee members.

HOW CAN COMPLAINTS BE MADE? Most complaints are reported as verbal grievances about minor matters that can be resolved informally. Ideally, these should be resolved informally with the relevant person.

If there is a feeling that the complaint needs to be formalised, the complaint must be lodged within 20 business days of the source of the cause or trigger for the complaint.

WHAT HAPPENS WHEN A COMPLAINT IS RECEIVED? With an initial complaint, the Executive Committee is able to provide initial advice on how an issue is to be dealt with and to assist with resolution, if necessary.

If a formal complaint is lodged, the Executive Committee will determine whether it is a matter that can be resolved informally, or whether it should be dealt with by the Executive Committee. The Executive Committee will set up a process to facilitate this, if necessary.

After initial consultation with differing parties, the Executive Committee will convene a meeting of the persons involved. All parties are entitled to have a support person present including the President or nominated person (if

desired). Detailed minutes of these meetings together with the original complaint and other documentation will be kept. Copies of documents related to all formal complaints will be kept securely by Coolum and North Shore Coast Care.

All parties to a complaint must treat the matter confidentially. This means that all parties ensure that information is restricted to those engaged in the resolution.

The person managing the complaint is responsible for monitoring the well-being of all parties involved in, or affected by, the complaint. Complaints should be dealt with as quickly as possible. It is reasonable that informal attempts to resolve a complaint should take place within 2 weeks.

DEFINITIONS

Grievance—an actual or perceived wrong considered as grounds for complaint.

Complaint—an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.

Harassment—any form of ongoing behaviour that is not welcome, not asked for or not returned, and that offends, intimidates or humiliates a person. It includes sexual harassment.

Workplace Bullying—an employee/volunteer/member is subject to workplace bullying if the person is subjected to repeated behaviour by another person, including the person's supervisor, a co-worker/co-volunteer, committee / Board member or a member of the community that:

- is unwelcome and unsolicited;
- the person considers to be offensive, intimidating, humiliating or threatening; and
- a reasonable person would consider to be offensive, humiliating, intimidating or threatening.

AUTHORISATION:

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Authorised by: Executive Committee

President: Leigh Warneminde

Presidents signature:

