



HR Conflict Management and Grievance Flow Chart



Verbal complaint is made to the Front Office or Management Committee Member who will address the issue in accordance with TBCC Grievance Policy.



The person receiving the complaint is expected to:

- Talk to all the parties involved and ask for an explanation of the behaviour or incident
- Spend time reviewing all the explanations
- Document the incidents including dates on a Grievance Record
- Discuss options for resolution of the grievance with the people involved
- Describe clearly the expectations about future behaviour
- Outline the consequences of unwanted or unacceptable future behaviour
- Document the outcome of the resolution process
- Ensure confidentiality



If unresolved, the complaint is to be made in writing to the Chief Executive Officer (CEO) and addressed by him/her in accordance with the Grievance Policy

(If the grievance is against the CEO, the written complaint is to be addressed to the Chairperson of the Management Committee and marked 'Confidential').



If the written complaint cannot be resolved with the assistance of the CEO, the Chairperson of the Management Committee must be informed, in writing (marked 'Confidential') and requested to resolve the issue in accordance with the Grievance Policy.



If the complaint cannot be resolved by the Chairperson, it must be presented to the full Management Committee for resolution in accordance with the Grievance Policy.




The Chairperson will convene a subcommittee of the Management Committee (with 2 other Board members) to investigate the grievance. The subcommittee may call for such other witnesses/and or written reports/seek expert assistance as it deems necessary.



Having carried out its investigations, the Committee shall notify its findings and make recommendations as appropriate to the CEO and the staff member, volunteer or participant within 21 working days of the receipt of the matter by the Sub-Committee.



A person making a complaint has the right to contact an external agency for advice or help at any stage of the procedure including if they are unhappy with the way the complaint has been resolved.

Date first formulated	12/09/2005	
Dates approved by Board	V1 V2	June 2016 Feb 2020
Next Review Date	June 2022	
Related Documents	Access & Equity Policy Privacy Policy Confidentiality Policy Duty of Care Policy Conflict Management and Grievance Policy Conflict Management and Grievance Procedure Aged care Charter of rights https://www.health.gov.au/health-topics/aged-care/providing-aged-care-services/delivering-quality-aged-care-services#charter-of-aged-care-rights Aged care Standards https://www.health.gov.au/health-topics/aged-care/providing-aged-care-services/delivering-quality-aged-care-services#aged-care-quality-standards	
Legislation	Equal Opportunity Act 1984 Work Health and Safety Act	
Signed on behalf of TBCC Board of Management by: Name: Jack Hunt Position held: Chairperson		
		Signature: 
		4.2.2020