



## 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.

<b>Date first formulated</b>	12/09/2005	
<b>Dates approved by Board</b>	V1 V2	June 2016 Feb 2020
<b>Next Review Date</b>	June 2022	
<b>Related Documents</b>	HR Equal Opportunity Strategy Privacy and Confidentiality Policy Duty of Care Policy HR Conflict Management and Grievance Strategy HR Conflict Management and Grievance Procedure Flow Chart Code of Conduct <a href="#">Aged care Charter of rights</a> <a href="#">Aged Care Quality Standards</a> <a href="#">National Principles for Child Safe Organisations</a> <a href="#">Children's Rights</a> <a href="#">Overview of child protection legislation across state and territory jurisdictions, Resource sheet developed by the Australian Institute of Family Studies</a> <a href="#">Australian and New Zealand Standard, Guidelines for complaint management in organizations (AS/NZS 10002:2014)</a>	
<b>Legislation</b>	<a href="#">Work Health &amp; Safety Act</a> <a href="#">Children and Young People (Safety) Act 2017</a> <a href="#">Aged Care Act 1997</a> <a href="#">Privacy Act 1988</a> <a href="#">Information Sharing Guidelines</a> <a href="#">Child Safety (Prohibited Persons) Act 2016 (SA)</a> <a href="#">Equal Opportunity act (SA) 1984</a> <a href="#">Information Sharing Guidelines</a> <a href="#">Privacy Act 1988</a> <a href="#">Volunteers Protection Act (SA) 2001</a> <a href="#">Aboriginal and Torres Strait Islander Act 2005</a> <a href="#">Disability Inclusion Act 2018</a>	
<b>Signed on behalf of TBCC Board of Management by:</b> <b>Name:</b> Jack Hunt <b>Position held:</b> Chairperson <b>Signature:</b>  <b>4.2.2020</b>		