

GRIEVANCES AND DISPUTE RESOLUTION POLICY

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Drafted by	Simon Hemmings	Approved by MC on	7 June 2023
Responsible person	Simon Hemmings	Scheduled review date	1 Jan 2025

INTRODUCTION

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

Cycling Without Age Australia encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.

The preferred process involves employees and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

SCOPE

This policy applies to permanent and part-time paid employees, volunteers and contractors of the organization.

PURPOSE

The purpose of this document is to provide an avenue through which employees and volunteers, and their managers, can resolve work-related complaints as they arise.

POLICY

Cycling Without Age Australia will establish mechanisms to promote fast and efficient resolution of workplace issues.

Employees and volunteers should feel comfortable discussing issues with their manager or supervisor in accordance with the procedures outlined below.

All formal avenues for handling grievances will be fully documented and the employee/volunteer's wishes will be taken into account in determining the appropriate steps and actions.

No employee will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

AUTHORISATION



Secretary of Management Committee

Date: 7 June 2023

Cycling Without Age Australia

Policies can be established or altered only by the Board: **Procedures** may be altered by the CEO.

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