

# Coast Community Broadcasters Inc.

Trading as



**todayscountry94one**

## GRIEVANCE HANDLING POLICY

Policy number	17	Version	2
Drafted by	Colin Links	Approved by Board on	Jan 15 2020
Responsible person	Colin Links	Scheduled review date	April 2021

### INTRODUCTION

At todayscountry94one we aim to foster good relations amongst volunteers and between volunteers and management. We acknowledge that the enjoyment you experience in your job is reflected in how well you work and how well you relate to your colleagues and sponsors.

We also acknowledge that problems can arise at work that may sometimes cause you to feel aggrieved. These problems can arise from the behaviour or decisions of management or other volunteers.

The purpose of this policy is to allow you to have such problems, referred to as grievances, addressed in-house in a timely and confidential manner. This can avoid the need for volunteers to go outside the organisation for assistance.

#### What is a grievance?

A grievance can be about anything done, or not done of a serious nature, by the Board or appointed position holders or another volunteer or volunteers, which you feel affects you unfairly or unjustly.

A grievance can also be about discrimination, harassment, or any other employment related decision or behaviour which you think is unfair, unjust or upsetting.

This grievance handling policy gives you advice about what to do if you have a grievance and what will happen if you make a formal complaint.

#### How will your grievance be handled?

If you come forward with a grievance it will be treated with the utmost confidentiality. It is important that you also maintain confidentiality in order to avoid idle gossip and the possibility of defamation proceedings.

If you decide to go ahead and make a formal complaint (see below), it will be taken seriously and investigated in an impartial manner. This may mean that you, the person complained about, and any witnesses will be interviewed. Again, confidentiality will be assured. No decision will be made until the investigation is complete.

If you do come forward with a complaint, you will not be treated unfairly or victimised as a result.

If a complaint is made against you, be assured that you will not be prejudged. You will have an opportunity to tell your side of the story. You may bring someone with you at the time to give you some support.

Each complaint will be dealt with in as short a time as is possible in the circumstances.

#### What are your options if you do have a grievance?

Speak to the person causing the problem. While this may not be appropriate in many cases, it may be the easiest way of resolving the issue if you do feel comfortable with speaking to the person. You can tell them that their behaviour, decision, actions, etc. was unfair, offensive, discriminatory etc., and why you believe this to be so. The person may have been totally unaware of the effect of their behaviour or decision on you. By telling them you will give them a chance to redress the situation.

If you do not want to speak to the person directly, you can tell the station secretary or a Board member about your grievance. She / he will tell you what your options are. With your agreement, they may approach the person complained about and talk to them informally about your grievance. Alternatively you may decide to make a formal complaint.

**Making a formal complaint.** If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to the station secretary or a Board member. You may have a fellow volunteer or support person attend the meeting with you when you report the complaint. The written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s) etc., the names of any witnesses, your signature; and date of the complaint.

In all instances of a formal grievance the station secretary or a Board member will notify the Chair of the Board of these disputes and the Chair will decide whether to provide a board representative to assist with the dispute. The board representative will report directly back to the Chair on the matter.

### **The Investigation**

Once a formal complaint is made, the matter will be investigated by the station secretary or a Board member. In the case of the complaint being against the station secretary a Board member may be authorised by the todayscountry94one board to conduct the investigation.

The authorised person conducting the investigation will then interview you, any witnesses, the person against whom the complaint is made, and that person's supervisor, if appropriate. You and the person against whom the complaint is made may have a support person with you when the interview is being conducted.

If the complaint is substantiated, the appropriate action will be taken (see below).

If the complaint is unsubstantiated, you will be given an explanation as to why that finding was made.

If the complaint is found to have been completely fabricated, appropriate disciplinary action may be taken against you.

If the complaint involves the station secretary the investigation may involve a nominated board member by the chairperson.

### **Notification of a grievance to todayscountry94one board**

The station secretary will communicate all grievance matters to the board as a matter of urgency. Volunteers should not contact any other Board members directly.

### **What are the outcomes?**

If the investigation reveals that your complaint is a valid one, a number of actions may be taken, depending on the nature of the complaint. The person against whom the complaint is made may be required to give you a written apology; he / she may be given a written warning, counselling, demotion, or be dismissed. If the matter cannot be resolved through previous steps an independent mediator may also be used if required. The station secretary or a Board member must agree to any decisions before proceeding.

In some instances the station secretary or a Board member through the chair should seek the input of a board subcommittee to help resolve the matter.

If the investigation is inconclusive, i. e. the complaint cannot be proved due to lack of evidence, todayscountry94one may nevertheless take a number of actions. These may include training of all staff and monitoring behaviour of all staff. An independent mediator may also be provided to resolve issues.

If the complaint is found to have been completely fabricated, appropriate action may be taken against you, including counselling, a written apology to the person complained about, an official warning, demotion, or dismissal, depending on the seriousness of the allegations.

### **Outside agencies**

If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the human rights and equal opportunity commission or the anti-discrimination board.

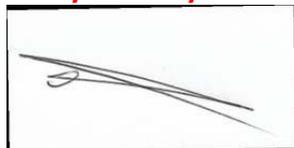
## **AUTHORISATION**



Secretary

January 15 2020

**todayscountry94one**



Colin Links

Chairman

January 15 2020

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