

Grievance Procedure for Instructors, Organisers and Volunteers

DEFINITION

A grievance is a complaint about any type of work-related (contractual, volunteer or formal) problem that is causing distress. The grievance may arise from a decision, act or omission by any person or persons within the HBLN , which is considered by the complainant to be wrong, mistaken, unjust or discriminatory.

POLICY STATEMENT

HBLN fosters an environment where work related concerns or grievances are managed promptly, impartially and justly.

In the instance where a complaint or dispute does arise, we have a responsibility to provide our instructors and volunteers with appropriate ways to resolve such complaints and disputes and to minimise their adverse impact on everybody within the organisation. As far as possible, we also need to ensure a positive outcome.

PRINCIPLES

- Grievances should be treated seriously, expeditiously, sensitively and as close as possible to their source having due regard to procedural fairness, confidentiality and potential for victimisation.
- Concerns should be raised as early as possible after the incident relating to the complaint has occurred.
- Complainants should not instigate grievances that are frivolous or malicious.
- All parties are required to participate in the grievance resolution process in good faith.
- Grievances and information arising from the handling of any grievance must be treated confidentially.
- The principles of natural justice will be observed throughout. This means that before a decision is taken about them, instructors and/or committee members have the right to be informed about the nature and content of the grievance, have the right to be heard by an unbiased decision maker and have the right to have a witness present.

PROCEDURES

- All parties are to maintain complete confidentiality at all times.
- Instructors, organiser(s) and volunteers will be encouraged to first discuss the matter with the involved party prior to lodging a formal grievance.
- If the grievance cannot be resolved informally, the complainant should provide written details of their concerns and the grounds for the grievance, to the HEWA Coordinator.
- The HEWA Coordinator will initiate an informal meeting with the complainant to discuss the grievance and come to a full understanding of it. They may request further information which the complainant must provide. The complainant can have an independent witness attend any meetings.
- If the complainant wishes further action to be taken the HEWA Coordinator will provide written acknowledgement of the grievance being lodged within 7 days of the initial meeting.

HBLN Home Education WA

- If the matter is about another instructor/volunteer, this person will also be informed, in writing, within 7 days of the grievance being lodged.
- The HEWA Coordinator should address the grievance with a view to resolving it within two weeks. This may take the form of the HEWA Coordinator prescribing certain actions to be adopted which address the issues and find a resolution.
- If the grievance is not resolved within one calendar month, a mutually selected external mediator will meet with involved parties and investigate and resolve the problem.
- Written documents produced as part of the dispute should be held on a confidential file by the HEWA Coordinator for a period of twelve (12) months and destroyed if no further conflicts arise.
- The outcomes of a formal grievance process may include (but not be limited to):
 - a verbal or written apology
 - a change in policy or procedure
 - changes in work practices
 - training
 - counselling
 - disciplinary action.

Related documents

HBLN Complaints Policy