



GRIEVANCE & DISPUTE RESOLUTION

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Drafted by	Management Committee	Approved by Committee	12 February 2019
Responsible person	Management Committee	Scheduled review date	12 February 2021

Introduction

The Irish Club of WA encourages its employees, volunteers and members to resolve any issues or concerns that they may have at the earliest opportunity with the Club Manager, the Club President or a committee member.

The preferred process involves parties being able to resolve issues to their satisfaction internally, without feeling they have to refer to external organisations or authorities for assistance.

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

The Irish Club will establish mechanisms to promote fast and efficient resolution of workplace issues. Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

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

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

Responsibilities

It is the responsibility of the management committee and its members and the Club Manager to ensure that:

- they identify, prevent and address potential problems before they become formal grievances;

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- they are aware of, and are committed to the principles of communicating and information sharing with employees and members;
 - any grievance is handled in the most appropriate manner at the earliest opportunity;
 - all employees and members are treated fairly and without fear of intimidation.

It is the responsibility of **Employees (including Volunteers)** to ensure that:

- they attempt to resolve any issues through the Club Manager or committee member and through internal processes at the earliest opportunity.

Procedure

Employment Practices

All committee members and the Club Manager should be aware of the possible ramifications of their actions when dealing with employee/volunteer/Club member issues. They must ensure that all employees/volunteers and Club members are treated with fairness, equality respect and confidentiality.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, the Club Manager or committee member should be contacted for advice at the earliest opportunity.

Where a grievance or dispute has been brought to a committee member's or Club Manager's attention, he/she should ensure the guidelines below are followed.

Grievances and Dispute Resolution

An employee/volunteer/Club member who considers that they have a dispute or grievance should raise the matter with the Club Manager or a committee member as a first step towards resolution.

The two parties should discuss the matter openly and work together to achieve a desired outcome.

The Club Manager or committee member should check for clarification of the issue to ensure they fully understand the complainant's concern and should offer the employee/volunteer/Club member the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.

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- Listen to the complainant and diagnose the problem.
 - Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
 - If deemed necessary, provide the employee/volunteer/Club member with a written summary of the meeting and clarification of the next steps to be taken.

The Club Manager or committee member must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the employee/volunteer/Club member wishes to pursue it, the issue should be discussed with the Club President or his/her nominee. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood.

If the grievance/dispute is one of a confidential or serious nature involving the Club Manager or a committee member, the complainant may discuss the issue directly with the Club President or his/her nominee.