
D. POLICY PROCEDURE (How & who)

- D.1 Anyone with a grievance must supply to the Complaints officer or the Manager, the following information as a **Primary Complaint Statement**:
- a) details of the complaint, in writing including facts and the rationale for why the incident has not been resolved, and why it is unfair or unjust
 - b) evidence or examples to substantiate the claim
 - c) suggested restitution actions that will support the effective resolution of the grievance and ensure that the matter(s) do not continue to arise.
- D.2 The aggrieved party must make themselves available (usually during normal working hours) to discuss the complaint(s)/grievance with the Complaints Officer. Where the complaint is about one of these parties, the complaint should be addressed directly to the **Organisation** Chairperson. During leave periods, the Primary Complaint Statement should also be issued to the **Organisation** Manager to ensure communication is completed promptly.
- D.3 The Complaints Officer (CO) (or the **Organisation** Manager if the CO is uncontactable) is usually responsible for managing and investigating a complaint and recommending the appropriate response or action. If the complaint is about a specific individual, the CO or Manager's response will include:
- a) informing the Chairperson in writing that a *Primary Complaint Statement* has been received by either An Employee, an **Organisation Member**, or a client (or in some cases a client of another department or organisation)
 - b) a response informing the person about whom the complaint is made (the respondent)
 - c) the establishment of various meetings of all parties
 - d) clearly seeking to establish facts of the circumstances
 - e) seeking to work towards a resolution of the grievance (rather than leaving the matter poorly unresolved)
 - f) give consideration to the use of a mediator and/or an independent investigator
 - g) give consideration to the involvement of the NSW Police if the matter involves criminal conduct
 - h) give consideration to the involvement of the Union if the matter involves significant industrial relations, terms and conditions of employment and matters outlined in the Employment Bargaining Agreement (EBA)
 - i) For Employees - inform the Grievant (aggrieved employee) of the outcome within fourteen (14) working days
for Board Members - inform the Grievant (aggrieved member) of the outcome within twenty-one (21) working days
for Organisation clients - inform the Grievant (aggrieved student who has a complaint with the **Organisation**) within seven (7) working days.
For clients not registered at the office - inform the Grievant within thirty (30) days.

