

## Grievance Procedures

Authorised by Management 15 July 2019

1. The following procedure relates to dealing with a grievance, conflict or concern (including a concern about a breach of Mackay Street Chaplaincy standards) between any volunteers or employees and Mackay Street Chaplaincy. This procedure ensures that an aggrieved person can initiate action to address their grievance in a safe and appropriate manner. All grievances raised will be treated in confidence, and will be dealt with professionally and promptly.
  - a. **Informal Grievance Resolution** – If the matter relates to a grievance that takes place while on the streets, the aggrieved person should in the first instance, report the matter to the Team Leader on duty, who will attempt to resolve it at the time. If this is not possible or appropriate or if the matter does not relate to a grievance that takes place while on the streets, then the aggrieved person should, as soon as reasonably practicable, raise the matter with the President, who will informally discuss the matter with all parties involved and seek to quickly and appropriately resolve the matter. If the issue cannot be resolved by informal measures, and the aggrieved person wishes to take formal action, they may lodge a formal grievance, in the following manner.
    - b. **Formal Grievance Resolution:**
      - i. The aggrieved person shall put the grievance in writing to the President setting out i) the name of the parties to the grievance ii) the nature of the matter causing the grievance iii) dates and times relevant to the grievance iv) names of relevant witnesses to any incidents associated with the grievance and v) any action they have taken to try to address the matter.
      - ii. Immediately on receipt of a formal grievance, the President (or nominee) will notify the Mackay Street Chaplaincy Management Committee, and will promptly arrange a meeting with the aggrieved person, a support person of their choice, and another management committee member. Unless the grievance relates to the President, s/he shall also take part in this meeting. The President (or nominee) or the other management committee member may contact any witnesses and interview them. If the grievance is against an individual, that person will be given an opportunity to respond to the complaint. This person shall also be entitled to have a support person of their choice present at any meeting.
      - iii. On completion of investigation and discussion, the President (or nominee) should complete a report and include any recommendations for disciplinary or other action.
2. A grievance may be resolved in a number of ways including the aggrieved person gaining a better understanding of the situation by hearing the other party's view of the incident, the aggrieved person receiving an apology from the other party, the other party being given an opportunity to rectify any behaviours that caused the grievance, disciplinary action being instigated, changes made to Mackay Street Chaplaincy Policies and Procedures and/or

implementation of them, there being found to be no substance to the grievance or there being mutual acceptance of a resolution.

3. All formal grievances must be recorded in a Complaints and Grievances register.
4. Team Leaders and other personnel must report any informal grievances directly to one of the President, Secretary or Roster Coordinator. The President, Secretary or Roster Coordinator as the case may be shall ensure that the informal grievance is recorded in a Complaints and Grievances register.
5. When recording grievances in the Complaints and Grievances register, the identity of persons within the organisation shall be recorded by the payroll number or an equivalent identifier which is not readily available.
6. In addition to, or instead of, the grievance procedures listed above, any aggrieved person has the right to make a complaint to the Queensland Department of Communities, Child Safety and Disability Services or any external complaints agency.