

Policy: **GRIEVANCE POLICY – SSA060**

Policy Title:	Grievance Policy – SSA060
Policy Coverage:	Board, Committees, Employees, Volunteers, Members, Customers.
Author:	Squash SA
Author Title:	General Manager
Date Written:	25/10/2010
First Approved:	
Next Review Date:	

Updates to Policy:

Reviewed:	Nature of Amendment	Update Author(s):
1/7/14	policy updated with name trading change	General Manager

1. Purpose

This policy was written to demonstrate the strong commitment of the Squash Rackets Association of South Australia (referred to in this policy as the Association or SRASA) to establishing and maintaining an environment free from discrimination that ensures all employees, volunteers, customers and members are treated in a manner consistent with the aims of 'equal opportunity'. We believe that all employees and volunteers, should enjoy positive working relationships with each other, management, members and customers.

2. Context

An essential element of equal opportunity is working together to eradicate all discrimination, sexual harassment, racial and religious vilification and victimisation, workplace harassment and victimisation. This includes conduct that is unlawful, as well as conduct that is not the subject of legislation, but is still harmful to our working relationships.

3. Scope

This policy applies to all employees, volunteers, members, and other individuals involved in the Association.

Unlawful discrimination is treating anyone less favourably because of a factor such as:

- Age
- Sexuality
- Intellectual or physical impairment
- Marital status
- Pregnancy
- Race
- Sex

Examples of unlawful discrimination are failure to employ someone, give someone a promotion, allow someone access to any benefit (such as a salary increase) and/or subject someone to disciplinary proceedings.

Sexual harassment is conduct of a sexual nature (including touching, comments, jokes and e-mails) that is unwanted, and would reasonably be understood as unwanted, and which causes offence, intimidation or humiliation.

Workplace harassment may consist of offensive, abusive, belittling or threatening behaviour which makes the workplace or association with work unpleasant, humiliating or intimidating for staff targeted by the behaviour.

4. Grievance Process

It is the objective of this procedure to resolve grievance by negotiation and discussion. The Association recognises that from time to time individual employees may have grievances that need to be resolved in the interest of good relationships. An employee will have the right for grievances to be heard through all levels of management.

1. If practical, the employee should raise the complaint with the person/people against whom the allegations are made. The Association acknowledges that this avenue of resolution is not always possible or appropriate and is dependent on the individual circumstances.
2. If step one is unsuccessful or inappropriate, the employee shall take the grievance to his/her immediate manager who will attempt to resolve the matter. The complainant has the right to bring a representative / witness to any meetings.
3. If the employee still feels aggrieved, the matter shall be referred to The General Manager. The local union representative shall be present if desired by the employee.
4. If the grievance remains unresolved, the state union representative shall be advised and a meeting arranged.
5. The above steps shall take place within a week of the grievance report.
6. If the grievance still exists, the matter may be referred to the Industrial Relations Commission of South Australia for decision, and the Commission's decision shall be accepted by the parties as ending the matter.

Until the grievance is determined, work shall continue normally according to the custom or practice existing before the grievance arose. No party shall be prejudiced on final settlement by the continuance or work.

The Association recognises that where a complaint of discrimination, sexual harassment, and/or workplace harassment is raised, it is in the best interests of all parties to resolve the matter in a manner that is fair and equitable to all parties. The aim of all parties involved in such a complaint should be to resolve the matter by addressing it in a prompt, sensitive and effective manner.

File notes should be kept for any matter reaching step 2 of the Grievance Process.

5. Process for Investigation of Grievance Matters

For matters taken to any level of management, the Manager will:

1. Conduct an interview and obtain the particulars of the allegations in writing from the complainant.
2. Advise any other parties named that a complaint has been made, and give that party an opportunity to respond. The party against whom the allegations are made has the right to bring a representative / witness to this and any other meetings.
3. Interview any witnesses to the allegations.
4. Discuss possible resolutions to the complaint with the complainant and if relevant, the party against whom allegations were made.
5. Assess whether or not there is sufficient evidence to substantiate the allegations; whether the events complained about did or did not occur, and whether or not a finding can be made. All parties will be advised of the finding reached.

Notification should be in writing, with some detail about why the finding was reached for any matters taken to the General Manager.

Files notes should be kept to record investigative steps taken.