

SPLC Management Committee and Members Grievances and Dispute Resolution Policy



1 Purpose and Scope

1.1 Purpose

This policy provides guidance for managing grievances and disputes between all Centre members, including Management Committee members, to ensure there is fast and fair resolution.

1.2 Scope

South Perth Learning Centre Inc (**Centre**) is committed to preventing and effectively responding to grievances in the Management Committee and the membership. Any member, including a Management Committee member, has the right to lodge a grievance, and to have it handled promptly, fairly and without fear of retribution by the Centre.

2 Related Documents

The following documents either contain references to this policy or are referred to in this policy:

- Staff, Volunteers and Management Committee Grievances and Dispute Resolution Policy
- Classroom Support Policy

3 Relevant Legislation

As amended from time to time:

South Perth Learning Centre Inc. Constitution

Associations Incorporation Act 2015

Australian Charities and Not-for-profits Commission Act 2012

Australian Human Rights Commission Act 1986

Age Discrimination Act 2004

Disability Discrimination Act 1992

Equal Opportunity Act 1984

Privacy Act 1988

Privacy Amendment Act 2012 and 2017

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Workplace Gender Equality Act 2012

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4 Definitions

Defined terms are as per definitions in the Centre's Constitution.

5 Policy

5.1 Raising a Grievance

- The aggrieved member will in the first instance attempt to resolve the grievance informally where the problem has occurred.
- Should this be unsuccessful, either party can choose to initiate a formal process.
- The parties involved have the right to have a support person or representative of their choice during the process.
- All parties are to maintain complete confidentiality at all times.
- Where possible, normal Management Committee and membership activities will continue during the grievance process.

5.2 External Mediation

- Where a resolution cannot be reached internally, the Centre may engage an external mediator to resolve the grievance.
- All parties involved will attempt to work cooperatively with the mediator to achieve a resolution as quickly as possible.
- If an external mediator is used the resolution will be final, and parties involved will have to respect the final decision.

6 Procedures

The following procedures apply to a grievance that do not involve the Chair of the Management Committee.

6.1 Formal Grievance

If an informal approach does not resolve the grievance, the aggrieved member may choose to follow a formal process.

- The aggrieved member will raise their grievance with the Chair in writing.
- The Chair will acknowledge receipt of the grievance within seven days and let the aggrieved member know a formal process will commence.
- The Chair will conduct a fair and transparent investigation by obtaining relevant information about the situation and the parties involved. As a guide, the Chair should use the following steps:
 - Establish the role of each person involved in the grievance using any supporting materials available.
 - Inform each person involved in the grievance of the investigation and outline the process that is to be followed.

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- Listen to the aggrieved member and person/s involved to assess the situation.
- Keep accurate records of the meeting/s and include any supporting documentation.
- Clarify the next steps to be taken.
- The Chair will then meet with the parties involved and resolve the matter in an amicable manner.
- The Chair will keep a record of the meeting/s, including actions and timeframes, and distribute it to all relevant parties.
- The Chair may wish to have a follow-up meeting with the parties involved to review the progress of the resolution.
- All records of the grievance will be treated confidentiality at all times and stored in a private file at the Centre.
- If the matter is not resolved, the Chair will form a Grievance Committee to hear the grievance and the positions of the parties involved.
- The Grievance Committee will comprise the Chair, the Deputy Chair and one other Management Committee member.
- No members of the Grievance Committee will be directly involved in the grievance. If not, the Chair may call upon independent Centre members or external representative/s to sit on the Grievance Committee.
- The Grievance Committee will mediate a solution.
- If the mediation is unsuccessful, the Grievance Committee will make a final decision.
- If the aggrieved member does not view this as a fair resolution, he/she may request for external mediation.

If the grievance involves the Chair, the same procedures will apply with the exception that the Deputy Chair or Treasurer will take the role of the Chair.

6.2 External Mediation

- The Centre will advise the aggrieved member of the external mediation available, depending on the nature of their grievance. The options may include:
 - State Administrative Tribunal
 - Courts
 - Other government regulators
 - Consumer Protection
 - Professional dispute resolution service.
- The Management Committee will assess the nature of the grievance and whether it is feasible for the Centre to engage an external mediator.

6.3 Responsibilities

The Centre Management Committee is responsible for endorsing and complying with this policy. Where required, the Management Committee acts as a facilitator to resolve grievances.

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7 Document History

Document name:			
Version number	Version date	Approved by	Description of changes
1.0	16 Jan 2019	Management Committee	Adopted
2.0	22 June 2021	Management Committee	Revised for relevancy and clarity.

8 Approval

Name	Clementine Kohler
Position	Management Committee, Chairperson
Date	22 June 2021
Name	Clementine Kohler