Dispute, Complaint and Grievance Resolution policy

# Grievance, Complaints & Disputes Procedures

The Centrecorp Foundation is committed to providing an environment where all customer, donation applicant, staff and Board Members concerns are dealt with in a timely and appropriate manner.

A grievance, complaint or dispute may be received by the Centrecorp Foundation Secretary in relation to a Board Member, or employee of the Centrecorp Foundation.

A grievance is a complaint about any situation, which is considered by the complainant to be wrong, mistaken, unjust or discriminatory.

# Principles:

* Complainants should not instigate grievances that are frivolous, vexatious or malicious.
* Grievances and information arising from the handling of the grievance must be treated confidentially.
* Concerns should be raised as early as possible after the incident relating to the complaint has occurred.
* The principles of natural justice will be observed throughout. This means before a decision is made the person who has been implicated has the right to be informed about the nature and content of the grievance, have the right to be heard by an unbiased decision maker and have the right to have a witness present.

# Procedures:

* If the grievance cannot be resolved informally, the complainant should provide written details of their concerns and the grounds for the grievance to the Secretary, or to the Centrecorp Foundation Board directly when the complaint is regarding the Secretary.
* The complainant may have an independent witness attend any meetings.
* The person handling the complaint as described in these procedures will provide written acknowledgement of the grievance being lodged within 7 days of receiving the grievance.
* If the matter pertains to a Centrecorp Foundation employee or Board member that person will also be informed, in writing, within 7 days of the grievance being lodged. The person against whom the complaint is made will not receive a copy of the complaint unless written permission is expressly given by the complainant to share the document.
* Grievances are to be resolved no later than six weeks after the complaint is lodged.

# Outcomes:

The outcomes of a formal grievance process may include (but not limited to): recommendation to amend policies, recommendation to alter practices, agreement by parties regarding interactions, access to training and development or disciplinary action as permitted.

# Appeals:

Where a person disagrees with an outcome of a complaint they may lodge an appeal or further grievance with any relevant government agency or relevant mediation service.