## Board Grievance Policy

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| **Related documents**  *Associations Incorporation Act 2015*  *ACNC Governance Standards* |

The purpose of this policy is to provide an avenue through which ABCD Board members can resolve grievance as they arise.

Board members have the choice of utilising either an informal or formal internal resolution process, or engage in external resolution processes.

Informal processes:

* the method of resolution is unstructured
* the emphasis is on resolution, not substantiating the grievance
* formal records are not necessary, unless requested by the parties involved
* corrective measures to resolve the situation are ideally gained through consensus.

Formal processes:

* the method of resolution is structured
* as well as resolution, the grievance may be judged to be substantiated or not
* written records are required
* the Chairperson may direct that certain action be undertaken to resolve the situation.

It is the responsibility of the person receiving a formal complaint to ensure that any grievance is handled in accordance with the ABCD dispute resolution principles and all parties are treated fairly. It is the responsibility of Board members to ensure that they attempt to resolve grievances in good faith, at the earliest opportunity and informally in the first instance, where possible and appropriate.

No Board member will be intimidated or unfairly treated in any respect if they utilise this policy to resolve an issue.

All parties must maintain the highest standards of confidentiality. Whilst absolute confidentiality cannot be guaranteed in all circumstances, all parties should be aware of the circumstances where information confidential to the process will be divulged to another party.

### Dispute resolution principles

* Every attempt will be made to resolve disputes at the lowest possible level.
* If the dispute cannot be resolved informally, a more formal approach may be instigated.
* All parties involved will maintain the highest level of confidentiality.
* All parties will be given the opportunity to be heard.

### Management of formal grievances

Formal grievances from Board members should be made to the Chairperson, who will oversee the dispute resolution procedure. If the grievance is with the Chairperson, the Deputy Chairperson of the Board will receive the complaint and oversee the dispute resolution procedure.

A written record will be kept of the management of formal grievances.

Dissatisfaction with the *outcome* of a dispute resolution process is not in itself grounds for further complaint, unless the complainant is unhappy with the *manner* in which the grievance was dealt with.

Nothing in this policy precludes a Board member from seeking redress through external dispute resolution mechanisms at any time.

If, after the formal management of a grievance, the dispute has not been resolved, a Board member may begin dispute resolution procedures as per the ABCD Rules of Association.