



JOSEPHITE COMPANIONS LEADERSHIP TEAM

GRIEVANCE POLICY

1. RATIONALE AND PURPOSE

Our grievance procedure policy explains how Companions, workers and volunteers can voice their complaints in a constructive way and provides a procedure to follow when conflict arises.

2. SCOPE

This Policy refers to all members, workers and volunteers of the Josephite Companion Movement regardless of position or status.

3. GRIEVANCE DEFINITION

We define grievance as any complaint, problem or concern raised in relation to the Josephite Companion Movement.

Grievances can be filed in relation to but not restricted to the following areas:

- a. Harassment/Bullying
- b. Health and safety issues
- c. Behaviours

Conflict resolution is encouraged prior to the commencement of a formal grievance procedure.

4. IMPLEMENTATION

Grievance implementation process:

- a. Issues raised at local group level
- b. Issues unresolved escalated to Regional level e.g. Qld Leadership Team
- c. Issues unresolved escalated to national level – JCoLT (Josephite Companions Leadership Team)

Party making the complaint can

- a. Advise first point of contact either verbally or in writing
- b. Have a witness present during any formal interview
- c. Expect a reply within 14 working days

Party facing allegations can

- a. Expect to be advised in writing
- b. Have a witness present during any formal interview
- c. Expect to be given 7 days to respond

The Movement is obliged to

- a. Follow the grievance policy
- b. Investigate all grievances promptly
- c. Preserve confidentiality at all stages of the process

- d. Respect all parties and uphold a no retaliation policy when a grievance is filed, either within the movement or agencies outside the movement
- e. Where possible resolve all issues within a reasonable timeframe

5. PROCEDURE

All parties are encouraged to talk to each other to resolve their problems. When this is not possible, parties may participate in the following procedure:

- a. Communicate informally with immediate level leader e.g. local Leader will attempt to resolve the issue; if this is not successful leader should escalate the grievance to the next appropriate level.
- b. If the grievance relates to the immediate level leader then the complainant should approach the next level of leadership e.g. Regional
- c. Once the issue is escalated a formal complaint is required in writing
- d. A copy of the complaint will be sent to the accused
- e. Investigation will be undertaken with regards to the complaint
- f. Mediation will be arranged
- g. All parties will be informed throughout the process
- h. Formal decision will be made and communicated to all parties
- i. Actions will be implemented as directed by the formal decision
- j. All processes to be documented and records kept

This procedure may vary according to the nature and severity of the grievance. The Movement is also bound by Diocesan policies and state and federal laws.

This procedure will be reviewed every two years.