



GRIEVANCE/DISPUTE RESOLUTION POLICY

1. PURPOSE

This policy articulates the procedures for resolving grievances/disputes within WWF-Australia and the rights and responsibilities of WWF-Australia employees regarding the resolution of grievances or disputes.

2. POLICY

- 2.1. Grievances/disputes in the workplace may arise for various reasons including, but not limited to; bullying, harassment or discrimination, grievances between a staff member/volunteer and their Manager/Supervisor or between staff members/volunteers; or issues related to internal WWF processes e.g. Performance & Career Development. All grievances/disputes are to be dealt with as detailed in this policy.
- 2.2. WWF's approach to grievance/dispute resolution is to:
 - Minimise the frequency of disputes;
 - Provide clear procedures that allow every party involved in a grievance or dispute the opportunity to present their case; and,
 - Achieve a resolution that considers the points of view of every party.
- 2.3. During the resolution of a grievance or dispute work is to continue as normal unless there is an imminent risk to the health and safety of any persons.
- 2.4. The resolutions of employee grievances/disputes managed through this policy are to be treated with strict confidentiality and are to be addressed promptly and fairly.

3. SOURCES OF AUTHORITY

- 3.1. WWF complies with all Australian Federal and State legislation relating to the resolution and management of grievances/disputes in the workplace.
- 3.2. All WWF staff members are subject to Australian Federal and relevant State legislation relating to Grievance/Dispute Resolution.

Federal Legislation

- Fair Work Act 2009 and related amendments
- Clerks – Private Sector Award 2010
- Professional Employees Award 2010 (Incorporates all amendments up to July 2017)



- Miscellaneous Award 2010

State Legislation - None refer to Federal Legislation

3.3. Australian Council for International Development

- *ACFID Code of Conduct*
 - *Quality Principle 9 – Commitment 3 (manage people effectively and fairly)*

4. OBJECTIVES

- 4.1. To ensure that all WWF-Australia staff members and volunteers understand their rights and responsibilities regarding the resolution of grievances/disputes.
- 4.2. To ensure that all staff members/interns/volunteers are provided with fair, timely and confidential grievance/dispute resolution process that considers the views of all parties.

5. SCOPE

- 5.1. This policy applies to all WWF staff, interns and volunteers at all WWF-Australia workplaces.

6. DEFINITIONS

Grievance: A complaint made on the grounds of a real or perceived unjust act.

For more definitions, refer to the Bullying, Harassment and Discrimination Free Workplace and the EEO policies.

7. RESPONSIBILITIES

- 7.1. **Executive Management** are responsible for:
 - Ensuring that all relevant legislation and WWF policies are adhered to.
 - Reviewing all formal grievances/disputes as they are presented and choosing an appropriate course of action.
- 7.2. **People & Culture** are responsible for:
 - Providing advice to all WWF staff regarding the relevant legislation.
 - Identifying and addressing legislative and policy non-compliance within WWF.



- Managing and/or coordinating grievance/dispute resolution procedures.
- Maintaining comprehensive records of all formal grievances.

7.3. **Managers and Supervisors** are responsible for:

- Understanding their role and participating effectively in the grievance/dispute resolution processes.
- Ensuring all staff members/volunteers are aware of the existence of the grievance/dispute resolution policy and understand the grievance/dispute resolution procedures.

7.4. **All employees and volunteers** are responsible for:

- Reporting and resolving any grievance at its inception, before it has the opportunity to escalate.
- Providing statements at the request of Managers/Supervisors and People & Culture if they are witnesses to a grievance issue.

8. PROCEDURES

- 8.1. There are two procedures available to staff members/interns/volunteers who wish to make a complaint; formal and informal. A staff member/intern/volunteer with a complaint can nominate which procedure they wish to follow (informal or formal) and can change their nomination after initiating a particular procedure.
- 8.2. Complainants may exercise their right to nominate and involve a third person during the grievance/dispute resolution process. This applies to both informal and formal processes.
- 8.3. The employer may be represented by an industrial organisation of employers and the employee may be represented by an industrial organisation of employees for the purpose of each procedure.
- 8.4. While a grievance/dispute resolution process is being conducted, normal work must continue unless there is an imminent risk to the health and safety of any persons.
- 8.5. The informal process is aimed at conciliating or mediating an acceptable outcome with speed, fairness and confidentiality.
- 8.6. For **informal** grievances/disputes relating to **Bullying, Harassment or Discrimination**:
 - The complainant tells the person who is exhibiting bullying, harassing or discriminatory behaviour that they find their behaviour unacceptable and want it to stop.
 - If the complainant feels that they cannot tell the person directly, or the unwelcome behaviour continues, the complainant may discuss the complaint with their Manager/Supervisor or People & Culture.



- Options for resolving the situation are discussed between the complainant and their Manager/Supervisor with the aim of resolving the issue/s satisfactorily, equitably, and in accordance with WWF's responsibilities to provide a workplace free of bullying, harassment and discrimination.
 - If the behaviour persists, or the complainant is not satisfied with the outcome of the informal process, they may choose to make a formal complaint.
- 8.7. For **informal** grievances/disputes relating to **general** issues:
- The complainant discusses the grievance/dispute with their Manager/Supervisor.
 - Options for resolving the situation are discussed between the complainant and their Manager/Supervisor or the People & Culture Director with the aim of resolving the issue/s speedily, satisfactorily and equitably.
 - If a suitable resolution is not achieved, or if the complainant is not satisfied with the outcome of the informal process, they may choose to make a formal complaint.
- 8.8. The **formal** grievance/dispute procedures involve written complaints, formal interviews of the parties and witnesses, and the preparation of a written report and recommendation to the relevant Director or CEO for his/her action.
- 8.9. For **formal** grievances/disputes relating to **Bullying, Harassment or Discrimination or General** issues:
- The complainant contacts their Manager/Supervisor or the People & Culture Director and submits the complaint in writing stating the substance of their complaint and the remedy sought. See Note 1.
 - The Manager/Supervisor approaches People & Culture and discusses the options available for resolving the grievance.
 - The complainant, Manager/Supervisor and People & Culture meet to discuss the matter and clarify the issues.
 - The Manager/Supervisor or People & Culture Director advises the relevant Senior Executive of the nature of the formal complaint.
 - The People & Culture Director conducts/coordinates an impartial investigation and makes recommendations. The CEO has the discretion to appoint an external investigator to investigate the complaint and make recommendations.
 - Where there is a dispute over facts, statements from witnesses and other relevant evidence will be gathered.
 - A summary document of the complaint is provided to the person(s) complained about and they are given an opportunity to respond in a meeting with the Manager/Supervisor and People & Culture, the external investigator if appointed and any other involved external party (such as an employer or employee association).
 - The Manager/Supervisor, People & Culture, (the external investigator if appointed, and other parties if involved) will develop a recommendation for the Senior Executive.



- The Senior Executive considers the grievance based upon all available evidence obtained through previous procedures and after due consideration, decides on the appropriate course of action.
- The course of action chosen by the Senior Executive is executed, in conjunction with any legislative bodies where applicable.

Note 1:

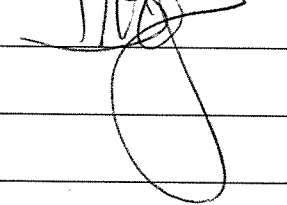
- ❖ If the alleged bully or harasser is the complainants Manager/Supervisor, People & Culture will notify and consult with the appropriate member of the Senior Executive.
- ❖ If the alleged bully or harasser is the People & Culture Director the Senior Executive may appoint a trained third party to manage the grievance.

8.10. In the event that a dispute arises from redundancy in the workplace the procedure to be followed would be the formal grievance/dispute resolution process detailed at 8.9.

9. CONFIDENTIALITY AND DOCUMENT CONTROL

- This policy is available on Habitat for all staff.

APPROVAL

Name: Dermot O’Gorman 

Title: Chief Executive Officer

Date of Issue: 09.02.2005

Revised: 02.03.2010

Revised: 17-04- 2018