

<b>Policy Title:</b>	Internal Grievance Policy
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<b>Last Amended Date:</b>	28/03/2025
<b>Supersedes:</b>	LHCK009
<b>Author:</b>	Operations Manager
<b>Owner:</b>	Chief Executive Officer
<b>Endorser:</b>	Lionheart Board
<b>Date Endorsed:</b>	08/07/2025
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## INTRODUCTION

Lionheart Camp for Kids (Lionheart) is committed to fostering a respectful and inclusive environment where participants, employees, and volunteers feel safe to raise concerns. This policy provides a clear framework for addressing grievances in a fair, transparent, and timely manner, in line with the Fair Work Act 2009 (Cth), Equal Opportunity Act 1984 (WA), and the Australian Charities and Not-for-profits Commission (ACNC) governance standards.

## PURPOSE

This policy ensures that grievances within Lionheart are handled effectively, promoting constructive resolution while upholding principles of procedural fairness and confidentiality. It applies to all grievances raised by Board members, employees, third-party contractors and volunteers.

## DEFINITIONS

- **Grievance:** A formal expression of dissatisfaction about a situation, individual, or group.
- **Complainant:** The Board member, employee, third-party contractor or volunteer raising the grievance.
- **Respondent:** The person or entity the grievance is directed towards.
- **Mediation:** A facilitated discussion to resolve concerns.
- **Procedural Fairness:** The right to be heard, the right to an unbiased decision, and the right to respond before any action is taken.

## POLICY

### Principles

- Grievances will be handled promptly, confidentially, and fairly.
- Participants, employees, and volunteers should attempt informal resolution where appropriate.
- No person will be disadvantaged for raising a genuine grievance.
- All parties will be treated with respect throughout the process.

## **Types of Grievances Covered**

- Workplace conflicts between Board members, employees, volunteers, or participants.
- Concerns regarding behaviour, including discrimination, harassment, or bullying.
- Complaints regarding operational procedures or decision-making processes.
- Unfair treatment, disciplinary action, or work allocation concerns.

## **PROCEDURE**

### **1. Informal Resolution**

- Employees and volunteers are encouraged to address concerns directly with the individual involved where possible and resolve minor disputes through direct discussions or peer supported conflict coaching.
- If unresolved, they may seek support from a Program Facilitator, direct supervisor, such as Lionheart's Volunteer Coordinator, or manager.
- Mediation may be recommended as an early intervention.

### **2. Formal Grievance Process**

If informal resolution is not possible, a formal grievance may be submitted in writing to the Operations Manager or CEO. The process includes:

1. Lodging the Grievance: A written statement detailing the grievance, relevant facts, and preferred resolution.
2. Acknowledgment: Acknowledgment of receipt within five working days.
3. Investigation: Gathering relevant information, including discussions with both the complainant and respondent will be undertaken by the Operations Manager or CEO. Regular updates are provided to the complainant every 10 working days.
4. Outcome Determination: Findings are communicated in writing, including any actions taken to resolve the matter within 30 working days.
5. Escalation: If unsatisfied, the complainant may request an internal review or seek guidance from an external body such as Fair Work Commission or the WA Equal Opportunity Commission.

### **3. Confidentiality and Record-Keeping**

- Grievances will be handled with the strictest confidentiality, with information shared only as necessary.
- Records will be securely stored for seven years in compliance with the Privacy Act 1988 (Cth).

### **4. Protection from Victimisation**

- Any individual raising a grievance will be fully protected from retaliation, including dismissal, demotion, harassment, or exclusion due to raising a grievance.
- Disciplinary Action for Retaliation: Any retaliation will result in corrective action, up to and including termination.

## **5. Trauma Safe Approach**

For grievances involving harassment, violence, or trauma, complainants will be treated with the utmost sensitivity and care. In such cases, complainants will not be required to face the respondent directly, ensuring their comfort and safety throughout the process.

Instead, alternative methods of communication and resolution will be utilised, such as written statements or mediated discussions, to protect the well-being of the complainant. Every effort will be made to handle these sensitive cases confidentially and respectfully, while also ensuring a fair and thorough investigation.

Information regarding access to Lionheart's Employee Assistance Program (EAP) will be made available to both the complainant and the respondent.

## **REVIEW**

This policy will be reviewed every two years to ensure continued effectiveness and compliance with legal obligations.

## **RELATED DOCUMENTS**

- External Feedback Policy
- Record Keeping Policy
- Our People Policy

## **REFERENCES**

- Fair Work Act 2009 (Cth)
- Equal Opportunity Act 1984 (WA)
- Privacy Act 1988 (Cth)
- ACNC Governance Standards

## **KEY CONTACT PERSON**

For further information please contact the Operations Manager by emailing [enquiries@lionheartcampforkids.com.au](mailto:enquiries@lionheartcampforkids.com.au).