



1.19 Grievance Policy

The Healesville Living and Learning Centre will deal with any grievances that arise for employees and participants while attending Healesville Living and Learning Centre programs in an efficient and fair manner.

It is the objective of this policy to ensure that grievances are resolved by negotiation and discussion between the parties.

All employees and participants will have access to a copy of the Grievance Policy and Procedure document that pertains to them, to ensure:

- all disputes or grievances will be handled professionally and confidentially in order to achieve a speedy resolution;
- all parties have a clear understanding of the steps involved in the grievance procedure, and
 - students are provided with details of external authorities if required. All grievances are managed fairly and equitably and as efficiently as possible.

Students may raise any matters of concern relating to assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues which may arise.

The policy provides an avenue for most grievances to be addressed. However, in some cases, alternative measures need to be explored because of individuals and the merits of each case.

Healesville Living and Learning Centre will encourage all parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation. Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

It is recognized that from time to time individual employees / volunteers may have grievances which need to be resolved in the interest of good relationships.

An employee will have the right for a grievance to be heard through all levels of line management; Workplace Agreement or Industry Award procedure to take preference.

In recognition that there will be times when participants may be unhappy with our service and to ensure that the Centre has a quality improvement system in place, we undertake to deal with complaints in a timely, friendly and confidential manner.

Grievances occurring between members of the Association will be dealt with in accordance with Section 21, Disputes and Mediation, of the Healesville Living and Learning Centre's Constitution.

Healesville Living and Learning Centre has identified The Dispute Settlement Centre of Victoria as our preferred external mediator in all grievances that we have been unable to resolve ourselves. This information will be made available to our staff, students and trainers through staff induction, student and trainer handbooks.