

GRIEVANCE POLICY

Version 2 | 1.12.21

1. INTRODUCTION

The Ovens Landcare Network is committed to providing information about resources and opportunities to enhance our Landcare community. Our values of respect, honesty, integrity, transparency and accountability demand that the Network and its member groups actively encourage feedback.

This policy outlines the committee's approach to providing a fair, consistent and structured process for individuals and groups dissatisfied with an action or decision and aims to:

- Put in place an open and transparent grievance handling system.
- Establish timeframes for resolving grievances.
- Clarify the roles and responsibilities of the committee and employees
- Ensure grievances are handled fairly and objectively.
- Set out how the committee will record and analyse complaint data to identify where we can improve.

2. PURPOSE

The purpose of this policy is to provide the Ovens Landcare Network and its member groups with an organisational approach to grievance handling. The approach will support and empower volunteers, employees and contractors in the facilitation of grievances in an efficient and transparent manner. It also ensures that the Network and its members are accountable for decision making related to the handling and resolution of grievances and complaints.

3. RELATED DOCUMENTS

Ovens Landcare Network Grievance Procedure
Ovens Landcare Network Privacy Policy
Ovens Landcare Network Conflict of Interest Policy
Ovens Landcare Network Work Health and Safety Policy
Landcare Victoria Inc. Complaints Policy & Procedure

4. SCOPE

This policy applies broadly to all complaints relating to the Ovens Landcare Network and its member groups activities and areas of responsibility.

This policy does not apply to the following matters or complaints, which are managed through other processes including:

- Grievances about allegations of fraud or corrupt conduct;
- Grievances about alleged privacy breaches;
- Grievances about matters for which there is a process of review or appeal or objection prescribed by legislation; and
- Grievances that are claims against the Ovens Landcare Network and its member groups for personal injury or property damage or other loss or damage for which we maintain a position on the basis of legal advice or precedent.

Where a grievance does not fall within the scope of our responsibility, we will

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endeavor to direct the complainant to the appropriate authority for resolution.

5. RESPONSIBILITIES

Employees/staff

- Where the Ovens Landcare Network or its member group is not the right organisation to respond to the grievance, advising the complainant(/s) of an organisation that may be able to help.
- Directing the complainant(/s) to the grievance procedure and other related policies
- Complying with this policy and grievances procedures.

Committee

- Where the Ovens Landcare Network or its member group is not the right organisation to respond to the complaint, advising the complainant(/s) of an organisation that may be able to help.
- Directing the complainant(/s) to the grievance procedure and other related policies
- Complying with this policy and complaints procedures.

Members of Landcare groups

- Referring the complainant(/s) to an employee or to the elected committee via the secretary
- Complying with this policy and complaints procedures.

Third Party contractors

- Referring the complainant(/s) to an employee or to the elected committee via the secretary
- Complying with this policy and complaints procedures.

6. LODGING A GRIEVANCE/GRIEVANCE HANDLING PROCEDURE

Please refer to the Ovens Landcare Network Grievance Procedure for details on:

- how to lodge a grievance and who grievances can be raised with
- timeframes for both raising a grievance and grievance resolution
- external review options
- steps that may be taken in addressing unreasonable grievance conduct

7. REVIEW

The Ovens Landcare Network will review this policy on an annual basis and whenever a complaint has been raised to ensure it remains effective.

Approved on: 18/11/2021

Effective from: 1/12/2021