



WRQ GRIEVANCE AND DISPUTE RESOLUTION POLICY

INTRODUCTION

We believe open communication and feedback are essential elements to a satisfying, productive and successful volunteer environment. It is the goal of Wildlife Rescue Queensland's Management committee to have a transparent and effective procedure when dealing with any grievance or dispute a member may have.

OBJECTIVE

The purpose of this policy is to ensure that members have a process whereby grievances and/or complaints can be referred through to the Management Committee of Wildlife Rescue Queensland when they cannot be initially resolved between parties involved.

PRINCIPLES, OBLIGATIONS AND RESPONSIBILITIES

Wildlife Rescue Queensland has established processes to promote the fast and efficient resolution of organisation-based issues. Members should feel comfortable discussing issues directly with the other member or if they are unable to do so, with their managing committee in accordance with the procedures outlined below.

It is the responsibility of the **Management Committee** to ensure that:

- They try to identify, prevent, and address potential problems before they become formal grievances.
- They will communicate with members whose behavior or actions have the potential to create disharmony within the group before they become escalated issues.
- All grievance are handled in the most appropriate manner at the earliest opportunity;
- All members are treated fairly.
- Will not allow individual members whose behavior is continuing to have a negative impact on other members of the group to remain as a member.
- Volunteers are willing to modify their behavior if it repeatedly affects other members in a negative way.

It is the responsibility of **Members** to ensure that:

- They first attempt to resolve issues with another member before bringing it to a member of the committee member and at the earliest opportunity if they feel comfortable to do so.
- They are willing to hear feedback from another member if another member is addressing a concern they have with them.
- They accept that dealing with concerns is a natural part of being in a group because members come from a wide range of different backgrounds and may have individual sensitivities that need to be considered.
- They understand that they may not like everyone in the group however they will treat everyone with respect and be accepting of other people's differences.
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PROCEDURES

Committee Procedures

The managing committee of Wildlife Rescue Queensland should be aware of the possible ramifications of their actions when dealing with member issues. They must ensure that all members are treated with fairness, equality, and respect. If there are any doubts or queries in relation to how to deal with a particular set of circumstances, the managing committee should seek external console. Where a grievance or dispute has been brought to the management committee's attention, they should assess whether the person involved is a member of Wildlife Rescue Queensland.

Grievances and Dispute Resolution Procedure

A member who considers that they have a dispute or grievance with another member should first raise the matter directly with the member as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

A member who considers they are unable to address concerns they have with another member directly or who have already spoken to the other member without obtaining a satisfactory outcome regarding a dispute or grievance should raise the matter with a member of the committee member.

The committee member should check for clarification of the issue to ensure they fully understand the complainant's concern. The member of the committee should discuss if they would like to set up an informal meeting with the other person together with the committee member or if they would prefer the management committee to deal with the grievance or dispute directly.

If there is to be an informal meeting between the two members and a member of the management committee. The management committee member must ensure they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the meeting is confidential.
- Listen to the complainant and help to identify the issue.
- Ensure everyone is heard.
- Ensure a satisfactory outcome is achieved by everyone.

The member of the committee must ensure that the way the meeting is conducted will be conducive to maintaining positive ongoing relationships with all parties, and will provide a fair, objective, and independent analysis of the situation.

If the matter is not resolved and the member wishes to pursue it further, the issue should be put formally in writing to the entire managing committee of Wildlife Rescue Queensland. The matter will be discussed amongst the committee members to ensure the issue is fully understood.

If the grievance/dispute is one of a confidential or serious nature involving a member of the managing committee, the complainant may discuss the issue directly with President/Vice-President of Wildlife Rescue Queensland

A right of reply will be given to any member should they be involved with any dispute or grievance. This will be within 7 days outlined in writing by the managing committee of Wildlife Rescue Queensland.

Disciplinary Action

Based on the findings, possible outcomes of the investigation may include, but will not be limited to, any combination of the following:

- Having membership to Wildlife Rescue Queensland revoked
- Official warning
- Requesting a formal apology to be made
- An undertaking that the behavior will cease

Appeal Procedure

A member should only appeal to Wildlife Rescue Queensland if they believe the committee have not followed the procedure set out in this Policy. Appeals can be made to the President within 7 days. He/she will look at the way that the incident was handled. If he/she thinks it was handled properly, they will not take any further action and will notify the member. If the president thinks the issue was not handled properly, they will organise for the incident to be relooked at again by the committee.

Outcomes

The management committee of Wildlife Rescue Queensland reserve the right to terminate any person's membership to the organisation should it be deemed necessary.