



GRIEVANCE POLICY		Document #	Level: Tier 1
		Prepared By: GRC Manager	Date Prepared: 27 July 2017
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Purpose

The Archdiocese of Hobart ('Archdiocese') seeks to promote and maintain a safe, supportive and harmonious environment for all workers.

The purpose of this policy is to provide principles for resolving grievances in a timely, simple and defined manner in a supportive environment with the utmost confidentiality and sensitivity.

This policy is not designed to replace normal discussion, feedback, counselling, mentoring or performance reviews that should take place to minimise grievances or informal resolution.

Scope of Application

This policy applies to the Archdiocese and its agencies including: Archbishop's Office, Parishes, Church Office, CatholicCare Tasmania, Centacare Evolve Housing, Catholic Education Tasmania and the Catholic Development Fund.

This policy may also be used to apply to bodies or committees associated with any of the above agencies, established to progress initiatives under the auspices of the Archdiocese.

Policy

This policy encourages that as far as possible, grievances are dealt with and resolved informally through discussion between the complainant and their immediate 'supervisor' at the local level.

This policy does not circumvent the rights of complainants to pursue grievances through Commonwealth and State legislation.

Agency and service and activities grievance procedures are to be followed.

The following principles apply to all grievance matters:

1. Natural Justice

- Grievance resolution is based on the principles of natural justice including the rights of the complainant to:
 - Be heard
 - Have the grievance treated seriously, investigated and considered by neutral parties
 - Not be discriminated against on the basis of making a grievance, unless the discrimination is lawful and made to protect them or other parties
 - Be informed of the outcome and its reasons.

- The respondent has the right to:
 - Be informed of the details of the grievance
 - Be informed of the processes for managing the grievance
 - Have the grievance investigated and considered by neutral parties
 - Be able to respond fully to the grievance
 - Have the response considered seriously
 - Be informed of the outcome and its reasons.

2. Privacy and Confidentiality

- To maintain and respect privacy and confidentiality, all parties must ensure that information is only shared amongst those who need to know.
- Confidentiality must be respected and maintained at all times within the constraints of the need to fully investigate the grievance further, subject to any legal requirements for disclosure.

It is the responsibility of all parties involved in a grievance to participate fully in the resolution process in good faith.

Seeking resolution of a trivial or vexatious matter through a grievance procedure will not be tolerated.

Definitions

Complainant: is a person who has initiated a grievance.

Grievance: is a complaint from a worker concerning treatment in a particular workplace that is inequitable, or procedurally unfair, or a complaint that arises from perceived personal concerns relating to one or more interpersonal work-related relationship.

Respondent: is the person against whom a grievance has been initiated.

Worker: anyone who is acting in support of the Mission of the Archdiocese and includes, employees, contractors and volunteers.

Related Documents

Safe Communities Policy
 Whistleblower Policy
 Workplace Behaviour Policy
 Work Health and Safety

Changes to this policy

The Archdiocese will review this policy from time to time and updates are available on the website.

Policy approved by:

Most Rev Julian Porteous, Archbishop of Hobart,
 11 August 2018