



GRIEVANCE AND COMPLAINTS POLICY

Purpose

This policy reflects Grief Journeys Ltd's commitment to providing fair processes within the organisation, and outlines the mechanisms for effectively resolving grievances and resolving complaints and appeals received from members and stakeholders.

Scope

This policy applies to grievances and, complaints about Grief Journeys' operations received from stakeholders.

Definitions

Complaint: a formal complaint from a member or stakeholder about a decision, action or process relating to Grief Journeys' operations.

Grievance: an informal concern or problem raised at an early stage by a member or stakeholder with the appropriate person within Grief Journeys.

Procedural fairness: fair dealing in administrative decision making and processes which involves giving opportunities for complainants to make their case and for parties to the complaint to respond.

Policy

The policy is underpinned by the following principles:

- Grief Journeys supports the timely, sensitive and respectful resolution of grievances and complaints.
- Grief Journeys provides a procedurally fair process for raising and addressing grievances and complaints, with regard to their seriousness and relevance.
- The principles of procedural fairness and natural justice underpin the implementation of this policy, which require:
 - the right to be heard,
 - the right to a professional response without bias or conflict of interest, and
 - the right to decisions about complaints that are based on evidence.

- Grievances will be responded to via a collegial process of discussion, with the aim of reaching satisfactory outcomes for stakeholders that address their concerns and maintain ongoing professional working relationships.
- All parties to complaints will receive appropriate information and assistance in responding to and resolving the complaint. Parties have the right to be accompanied to any dispute resolution meetings by a support person if desired.
- Stakeholders who raise a complaint will not be discriminated against, disadvantaged or subjected to reprisal in any form.

1. There are two stages for raising a grievance or making a complaint to seek resolution.

Stage one: Informal resolution of concerns and grievances

Stakeholders are encouraged to raise a concern or grievance about Grief Journeys' operations, guided by this policy. Grievances are often able to be resolved readily and quickly through collegial discussions. Stakeholders are encouraged to state their concerns, what they think needs to change and any actions they are seeking.

Stage two: Formal complaint process

For serious complaints, or if Stage one did not bring about a resolution, the next stage is a formal complaint. This stage is for serious matters that will be investigated by Grief Journeys, rather than a response to feedback and comments.

A formal complaint is to be made on the Formal Complaint Lodgement Form and submitted to the Chairperson of the Board of Directors. The complaint is to include information on the nature of the complaint and the supporting evidence. In complaints involving the Chairperson, a formal complaint is to be submitted to any other Director.

Any parties to the complaint will be given written information on the nature of the complaint with five working days to respond.

The Chairperson of the Board of Directors will manage the complaint or assign the management or investigation of the complaint to their nominated delegate.

Grief Journeys may commission external assistance to support investigation and/or resolution.

All parties are kept informed of the progress of the complaint, the reasons for any decisions and any action that will be implemented.

Grief Journeys will formally respond in writing to the complainant with a decision and rationale within 21 working days.

A formal complaint may be withdrawn in writing at any time, which will conclude the matter.

2. Resolution of complaints

Depending upon the nature, severity and implications of the complaint, the outcomes may include:

- Providing more information on the reasons for a decision, i.e. explaining rules and policies,
- Correcting a mistake by altering a decision that Grief Journeys has made,

- Reviewing a policy,
- Retraining,
- Taking disciplinary action,
- Another action, or
- No action due to lack of evidence, the minor nature of the complaint or lack of substance.

3. Confidentiality and record management

All members of Grief Journeys’ community are to respect the confidentiality of complaint management process. Electronic records of the complaint management process, outcomes and complaint register will be stored securely in Dropbox.

Responsibilities

The **Board of Directors** has responsibility for oversight of the implementation of this policy, and will review the incidence and nature of grievances and complaints to identify systemic problems that need to be addressed, and use complaints information to continuously improve policies and operations.

The **Chairperson** is responsible for secure storage of complaint documents in Dropbox.

All stakeholders are responsible for complying with this policy, and other Grief Journeys’ policies that promote the respectful and equitable treatment of others.

Related Documents

Constitution
 Whistleblower Policy
 Conflict of Interest Policy
 Formal Complaints Lodgement Form

Version Control

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