

# **PRINT HANDICAPPED RADIO OF ACT INCORPORATED**

## **Policy**

## **Grievance and dispute resolution**

**Approved 4 September 2017**

## **Policy – Grievance and dispute resolution**

### **Background**

1RPH recognises the importance of maintaining good relationships with employees, volunteers and members in ensuring the success and productivity of the station.

A grievance or dispute is an expression of dissatisfaction, made to 1RPH, relating to the station's activities, operations, policies, employees, volunteers, members or the dispute resolution process itself, where a response or resolution is explicitly or implicitly expected.

### **Purpose**

This document sets out the arrangements for dealing with grievances and disputes for all employees, volunteers and members that is fair and equitable and that will lead to solutions that are acceptable to all parties.

### **Exclusions**

This policy does not deal with issues relating to alleged non-compliance with both the licence conditions in the Act, the requirements outlined in the Community Radio Broadcasting Codes of Practice and the RPH Australia Protocols for Broadcasting which are dealt with in the Complaints Policy.

When a grievance or dispute arises with an employee who is covered by an award or enterprise agreement which contains a dispute resolution clause, the dispute resolution procedures included in that agreement will be applied.

### **Policy**

This dispute resolution process aims to be:

- simple, fair, timely, transparent, sensitive and confidential in nature
- based on principles of natural justice
- cooperative
- resolve the issue to the mutual satisfaction of the station and the complainant
- minimises recourse to litigation

1RPH will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

### **Procedure**

If notice of a grievance or a dispute is received by the station, either verbally or in writing, the Committee will appoint an internal Grievance Handling and Dispute Resolution Coordinator who will be responsible for managing and coordinating the implementation of this policy.

1RPH will ensure that:

- complaints will be received by the station manager or delegate in normal office hours and receipt is acknowledged in writing
- complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible
- complaints will be responded to in writing within 60 days of receipt

An investigation will include:

- seeking all relevant information from the complainant
- obtaining all relevant information regarding the circumstances giving rise to the grievance
- where relevant, identifying an appropriate remedy to the complainant

The response to the complainant will include:

- the determination in relation to the complaint
- remedies (if any) available to the complainant
- information regarding any further avenue for complaint.

A grievance will be treated as resolved by the station when the complainant has been notified in writing of a decision and no response has been received. In the case of a verbal complaint, the grievance will be treated as resolved to the complainant's satisfaction 'on the spot'; or where the complainant has been notified of a decision about a complaint and no response has been received.

Failing resolution, the person with the grievance can pursue the issue with the relevant external bodies that deal with dispute resolution and mediation.

The committee will receive a report annually on grievances received and their resolution.

### **Reporting and record keeping**

The station manager will maintain a record of grievances and responses for a period of at least two years from the date of the complaint. The record of grievances and responses will include:

- the date and time the complaint was received
- the name and address of the complainant
- the substance of the complaint
- action taken to investigate the complaint including any follow up meetings with the complainant
- the substance and date of the response from 1RPH.