

GRIEVANCE POLICY FOR BTFA

1.0 PURPOSE

BTFA supports harmonious relationships and the promotion of a harmonious, fair and just environment for its members and stakeholders. There may be from time to time relationship concerns which need to be addressed directly with the person or persons involved. This policy provides the processes that allow for grievances, conflict, disputes, problems, and complaints around issues such as discrimination and harassment to be resolved. This approach includes:

- fairness and impartiality
- principles of natural justice
- conciliation and early resolution
- mediation if needed.

2.0 SCOPE

This applies to BTFA members and BTFA stakeholders.

Discrimination, bullying and harassment do not form part of the scope of this Policy and are to be addressed using the Collegial Respect Policy.

3.0 RESPONSIBILITIES

The individuals involved

The BTFA Administration

The BTFA Committee

The BTFA appointed Grievance Sub Committee

4.0 DEFINITIONS

“Concern” is something that maybe a worry, feeling of sympathy, anxiousness around a matter, and is deemed of lesser concern than a complaint.

“Complaint” is an expression of resentment or grievance around a matter or situation, that is initially to be raised between the parties involved, and if no resolution then progress the matter or situation to the BTFA.

“Conciliation” is the process of arriving at cooperation and goodwill after a complaint or dispute has been reconciled.

“Discrimination” is a situation where unfair treatment and responses are made towards an individual or group of individuals by an individual or group of individuals.

“Fairness” is where equitability, fair-mindedness and non-discriminatory processes are used to arrive at a fair outcome.

“Grievance” is a complaint, or grounds for making a complaint about a situation that is encountered through direct BTFA related occasions, meetings, and engagements. This may be a situation where an unreasonable negative impact is being experienced and influences the BTFA members’ ability to undertake their role. The grievance may arise from a situation, omission, act or decision that the complainant considers is unjust, unfair, discriminatory or illegal. This does not extend to situations where the BTFA and its authorised representative/s communicates decision/s that may discontinue relationships with another person or body.

“Impartiality” where the determination of an outcome is undertaken free from bias, viewing opinions and inputs without discrimination or personally subjective assessments or judgements.

“Mediation” is the negotiation to resolve differences, undertaken by an impartial person, with the aim of bringing about an agreed settlement or outcome.

“Natural justice” is the attribute of fairness, equitability, or justness.

“Negotiation” is the dialogue and discussions that assist in arriving at the agreement of the outcome.

“Reconciliation” is the re-establishment of respectful relationships between the parties.

“Resolution” is the solution, closure or determination and acceptance by the involved parties of an agreed outcome or outcomes.

5.0 POLICY STATEMENT (clear statement of intent and intended outcome/s)

The BTFA considers that all members and other stakeholders will treat each other in a collegially respectful manner. Where a member raises a grievance this will be addressed using the grievance process of conciliation and negotiation. This is outlined in the Grievance Procedure.

6.0 POLICY OBJECTIVES

6.1 The BTFA endorses collegial respect.

6.2 The BTFA supports the identifying of concerns that will assist in improving relationships and collaborations.

6.3 The BTFA supports conciliation and resolution, and does this in favour of confrontation, direct and passive aggression and conflict.

6.4 The BTFA supports this process in a timely, responsive and respectful manner.

6.5 Matters relating to grievances raised through a change in relationships of the BTFA members, BTFA Committee and any appointed Sub Committee shall be responded to in a timely and just manner.

6.6 The approach to receiving and addressing BTFA related complaints, conflict, disputes and grievances includes:

- fairness and impartiality (no retribution)
- confidentiality
- principles of natural justice
- conciliation and early resolution
- mediation if needed
- records will be maintained by the BTFA Administration.

6.7 The BTFA will not proceed with any reported complaints, conflict, disputes and grievances if the following are evident:

- The complaint or grievance is based on false or misleading (incomplete) information
- The complaint is made anonymously, or the complainant wishes to remain anonymous
- The complaint or raised grievance is a recurring situation and has been previously addressed and resolved.
- Regulatory and legislative requirements are being met
- The issue raised is between individuals who are not a member of the BTFA Committee or a Sub Committee acting on behalf of the BTFA Committee

7.0 LEGISLATION RELATED (any application Federal or State legislations, Australian, Industry or other Standards)

7.1 State Equal Opportunity Acts various dates

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- 7.2 Racial and Religious Tolerance Act 2001
 - 7.3 Racial Discrimination Act 1975
 - 7.4 Sex Discrimination Act 1984
 - 7.5 Disability Discrimination Act 1992
 - 7.6 Disability Act 2006
 - 7.7 Human Rights and Equal Opportunity Act 1986
 - 7.8 Sex Discrimination Act 1984
 - 7.9 State Occupational Health and Safety Acts by various names

8.0 LINKAGES TO OTHER BTFA POLICIES AND PROCEDURES

- 8.1 BTFA Code of Conduct
- 8.2 Collegial Respect Policy

9.0 LINKAGES TO OTHER BTFA RESOURCES

- 9.1 BTFA Grievance Procedure
- 9.2 BTFA Grievance Report Form
- 9.3 BTFA Disciplinary or Grievance Sub Committee Terms of Reference

3.0 DISTRIBUTION

To all BTFA member s and affiliates via Administration Officer or the BTFA website.
Other stakeholders via direct email or hard copy mail.

10.0 DOCUMENT CONTROL

Version	1.1
Approved by – Position or Committee/Forum	BTFA COMMITTEE
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