

## GRIEVANCE POLICY

|                    |                               |                       |                |
|--------------------|-------------------------------|-----------------------|----------------|
| Policy number      | 1                             | Version               | 1              |
| Drafted by         | Julie Hanman &<br>Harry Zhang | Approved by Board on  | September 2026 |
| Responsible person | Nicole Murray                 | Scheduled review date | July 2027      |

The Waterwheel Hub Inc is the committee of management that trades as the Yarra Valley Tourism Information Centre.

### Purpose

Waterwheel Hub Inc supports open, respectful communication and prompt, fair handling of work-related concerns.

### Who this policy applies to

This policy applies to:

- paid staff; and
- volunteers working at Yarra Valley Waterwheel Information Centre.

### What is a grievance?

A grievance is a work-related concern that needs attention.

Examples include:

- unfair or inappropriate treatment;
- concerns about workplace behaviour;
- conflict with another person;
- concerns about a decision affecting them; or
- concerns about how a workplace policy or procedure has been applied.

### Principles

Waterwheel Hub Inc will:

- listen to concerns and take them seriously;
- resolve issues promptly where possible;
- treat everyone fairly and respectfully;
- provide a fair and impartial process; and
- communicate outcomes clearly so everyone understands what was done and what happens next.

## **Raising a grievance**

### Informal resolution

Where appropriate, raise the concern first with the person involved or an immediate Coordinator.

Focus on:

- what happened;
- when it happened;
- who was involved;
- why it is a concern; and
- what outcome the person would like.

### Formal grievance

If unresolved or direct contact is inappropriate, raise the matter with the Volunteer Coordinator or Waterwheel Hub Inc committee member.

A grievance must be raised in writing.

If the grievance involves a coordinator, raise it with an appropriate Waterwheel Hub Inc Committee member.

## **What happens when a grievance is raised?**

The person receiving the grievance will:

1. **Listen** and let the person explain.
2. **Clarify** key dates, people and facts.
3. **Explain** what will happen next.
4. **Consider** relevant policies and requirements.
5. **Discuss** the outcome the person is seeking.
6. **Decide** if more information or investigation is needed.
7. **Keep appropriate records** of the matter.
8. **Update** the person on progress and outcome.

## **Investigation**

Formal grievances may be investigated where needed, using a fair, timely and confidential process,

- the respondent will receive enough detail to respond;
- relevant evidence will be considered;
- the investigator must be impartial and conflict-free; and
- all parties will be informed of the outcome and the final decision.

### **Confidentiality and records**

Grievance information and records will be kept secure, confidential and shared only as needed or required.

If dissatisfied, the person may seek further consideration from an appropriate Waterwheel Hub Inc committee member.

### **Responsibilities**

Managers and the Volunteer Coordinator must respond promptly, fairly, confidentially and escalate where appropriate.

Staff and volunteers must raise concerns early, provide accurate information, participate respectfully and maintain confidentiality.

The Waterwheel Hub Inc committee oversees serious or unresolved grievances.

### **Non-victimisation**

No one will be intimidated, disadvantaged or treated unfairly for raising or participating in a genuine grievance.

### **Review**

This policy will be reviewed periodically to ensure it remains appropriate.