Grievance & Complaints Procedure

1.0 Policy brief & purpose

1.1 The purpose of this procedure is to outline the clear process for Employees, Volunteers and Students to make a complaint.

2.0 Scope

2.1 This procedure in its entirety relates to all Multiply Movement Employees, Volunteers and Students

3 Background

3.1 Multiply Movement supports the right of every employee, volunteer and student to lodge a grievance with Multiply Movement if they believe a decision, behaviour or action affecting their employment or education is unfair. An employee may raise a grievance about any performance improvement action taken against them.

3.2 We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Multiply Movement will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

3.3 Senior staff will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee, volunteer or Student lodging the grievance.

4 Employee/Volunteer Grievance Complaints Procedure

4.1 The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.

4.2 The person with the grievance is advised to tell the person with which they have a grievance that their behaviour is offensive, unwelcome, and against Multiply Movement policy and should stop (only if they feel comfortable enough to approach them directly, otherwise they should speak to a senior staff member).

4.3 Keep a written record of the incident(s). To start the formal grievance process the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.

4.4 The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.

4.5 If the grievance still can't be resolved, refer the matter to the most senior staff member for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

4.6 If the behaviour persists, contact another relevant senior staff member.

4.7 Employees may also lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, the Australian Human Rights Commission, or take action under the *Fair Work Act 2009*.

4.8 Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

5 Procedure to receive a complaint

When a senior staff member receives a complaint or becomes aware of an incident they should follow this procedure.

5.1 Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.

5.2 Ask the complainant for the full story, including what happened, step by step.

5.3 Take notes, using the complainant's own words.

5.4 Ask the complainant to check your notes to ensure your record of the conversation is accurate.

5.5 Explain and agree on the next action with the complainant.

5.6 If investigation is not requested (and the senior staff member is satisfied that the conduct complained is not in breach of Multiply Movement EEO policies) then the senior staff member should:

- 5.6.1 act promptly
- 5.6.2 maintain confidentiality
- 5.6.3 pass any notes on to the human resources manager

5.7 If an investigation is requested or is appropriate, follow the next procedure.

6 Procedure to Investigate a Complaint

When a senior staff member investigates a complaint, they should follow this procedure.

6.1 Do not assume guilt

6.2 Advise on the potential outcomes of the investigation if the allegations are substantiated

6.3 Interview all directly concerned, separately

6.4 Interview witnesses, separately

6.5 Keep records of interviews and the investigation

6.6 Interview the alleged harasser, separately and confidentially and let the

alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the senior staff member will still make a decision regardless.

6.7 Listen carefully and record details

6.8 Ensure confidentiality, minimise disclosure

6.9 Decide on appropriate action based on investigation and evidence collected

6.10 Check to ensure the action meets the needs of the complainant and Multiply Movement

6.11 If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior staff members authority, refer the complainant to this person.

6.12 Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

7 Possible Outcomes

7.1 If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

7.1.1 disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)

7.1.2 staff training

7.1.3 additional training for the perpetrator or all employees, as appropriate

7.1.4 counselling for the complainant

7.1.5 an apology (the particulars of such an apology to be agreed between all involved)

8 Related Documents

8.1 Confidentiality Agreement

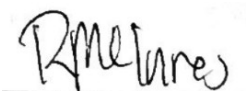
8.2 Code of Conduct

8.3 Whistleblower Policy

9 Signing

This Policy was adopted on the 30th September 2022 by the Multiply Movement Church Board.

Signed Rachel McInnes



Multiply Movement Board Director

Review Date 30 September 2024