Gawler
Environment Centre

Gawler Environment Centre Grievance and Complaint Policy

The *Gawler Environment Centre Grievance and Complaint Policy* provides information on handling grievances and complaints at the Gawler Regional Natural Resource Centre (trading as Gawler Environment Centre and hereinafter referred to as GEC) including how to make a complaint, how to deal with a complaint / grievance and how to support persons through the grievance process. It is inevitable that conflict can occur in an organisation. It is important that there are established procedures to deal with such occurrences quickly to protect the people involved and also to protect our organisation.

What is a complaint?

A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of a service, a policy or procedure, or the conduct of another person.

Who can make a complaint?

Any person involved with our organisation can make a complaint including:

- Employees
- Volunteers
- Contractors
- GEC members
- Members of the public who are users, visitors or guests of the GEC, or are directly affected by activities of the GEC

How can complaints be made?

Most complaints are reported as verbal grievances about minor matters that can be resolved informally. Ideally, these should be resolved informally with the relevant person. In most cases the relevant person will be the GEC Coordinator. If the GEC Coordinator is the subject of the complaint, then the GEC Management Committee Chairperson should be contacted.

If there is a feeling that the complaint needs to be formalised, the complaint must be lodged in a timely manner from the trigger for the complaint. A formal complaint should be presented in written form and provided to the GEC Management Committee through the GEC Coordinator, or any member of the GEC Management Committee.

What happens when a complaint is received?

For an informal complaint, the GEC Coordinator (or Chairperson) will provide advice on how an issue is to be dealt with and to assist with resolution if necessary. The GEC Coordinator (with permission of the complainant) can request assistance from individual members of the Management Committee or the Management Committee as a whole for additional advice and support.

If a formal complaint is lodged, the matter will be dealt with by the GEC Management Committee. The GEC Coordinator or Chairperson will set up a process to facilitate this as appropriate to the situation as follows:

After consideration of the nature of the complaint an appropriate person (GEC Coordinator or member of the GEC Management Committee) will:

- Consult with the differing parties involved in the complaint,
- Where appropriate convene a meeting of the persons involved. All parties are entitled to have a support person present including the GEC representative (if desired).
- Report to the Management Committee

The Management Committee will then decide on any actions that need to be taken to resolve the grievance, and all parties to the complaint will be informed of the decisions made.

Detailed minutes of these meetings together with the original complaint and other documentation will be kept. Copies of documents related to all formal complaints will be kept securely by GEC. All parties to a complaint must treat the matter confidentially. This means that all parties ensure that information is restricted to only those engaged in the resolution.

The well-being of all parties involved in, or affected by, the complaint should be of consideration throughout the grievance process.

Complaints should be dealt with as quickly as possible.

Definitions

Grievance—an actual or perceived wrong considered as grounds for complaint.

Complaint—an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.

Harassment—any form of ongoing behaviour that is not welcome, not asked for or not returned, and that offends, intimidates, or humiliates a person. It includes sexual harassment.

Bullying—a person is subject to bullying if the person is subjected to repeated behaviour by another person that:

- is unwelcome and unsolicited;
- the person considers to be offensive, intimidating, humiliating or threatening; and
- a reasonable person would consider to be offensive, humiliating, intimidating, or threatening.

Contacts

GEC Coordinator, coordinator@gawlerenvironmentcentre.org.au or phone (08) 85246265 or 0413694477

GEC Management Committee Chairperson, jackgill@outlook.com.au

Other relevant documents

Gawler Environment Centre Code of Conduct

AUTHORISATION:

This version was approved on:	18/07/2024
This version takes effect on:	18/07/2024
Authorised by:	GEC Management committee
Chairperson:	Jack Gill
Chairperson signature:	