



WOMEN OF COLOUR AUSTRALIA
Championing Australia's Women of Colour

Grievance Policy and Procedure

Introduction

Women of Colour Australia (WoCA) is committed to maintaining a space that encourages collaboration, cooperation and communication. Bullying, harassment and discrimination are not tolerated.

Purpose

WoCA is committed to resolving behaviour and performance issues in the most positive manner possible. The primary purpose of this policy is to set out the means by which issues can be raised and how they may be managed.

Policy

If a volunteer believes that they are experiencing or have observed inappropriate workplace behaviour, WoCA strongly encourages them to seek resolution via the formal grievance process. Every effort will be made to solve problems cooperatively.

Step 1: The volunteer is first encouraged to approach the person directly related to the issue if they feel comfortable and safe to do so. The volunteer should take note of the date, time and location of the incident(s).

Step 2: If the volunteer is not comfortable to approach the other party, they may approach the volunteer coordinator or volunteer manager for a discussion and advice on how best to resolve the issue. This discussion will be treated as strictly confidential.

The volunteer coordinator or volunteer manager will obtain and record a complete, step-by-step account of the incident(s) and ensure that the complainant understands the process for handling the complaint. The volunteer coordinator or volunteer manager will undertake informal processes to resolve the dispute such as a mediation, direct supervision, reassignment, retraining, etc.

Step 3: If the issue is still not resolved, the matter will be raised with the Volunteer Management Committee for discussion. A further meeting between all parties will be held as soon as practicable.

Step 4: If the issue remains unresolved, the managing director will investigate or appoint the appropriate person to investigate and make recommendations for resolution.

Confidentiality

Records, notes and reports will be kept confidential.

No Victimisation

We will do our best to ensure that a volunteer is not victimised or disadvantaged in any way for lodging a complaint or for supporting someone else's complaint.