

PUBLIC NOTICE

Grievance Procedure



THE BALD HILLS ISLAMIC EDUCATIONAL ORGANISATION LTD

Introduction

Although we seek to provide a workplace in which all employees/volunteers feel that they are an important part of The Bald Hills Islamic Educational Organisation Ltd, and where employees/volunteers feel fairly treated, there may be times when you have a dispute with a peer/fellow member and or Company representatives which can best be resolved through a formal procedure for dispute resolution.

All disputes between any employee/volunteer and the Company representatives are to be resolved by in accordance with the following procedure.

Please note, however, that the Company reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between you and the Company or to constitute any part of a contract between you and the Company.

Any dispute between you and the Company/Peer/member may be resolved using this grievance procedure, and maybe recorded in your personnel file depending on majority BOD views.

A grievance is a complaint by an employee/volunteer/member concerning any matter related to the employee/volunteer/member's working arrangement with the Company.

All grievances must be in writing.

Using the incident reporting form and or free text email, you must state clearly and concisely all the known facts related to your grievance, including "who, what, where, when and the why."

Clearly explain why you disagree with act or omission that forms the basis for the grievance.

You must sign and date the grievance.

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Where a formal complaint has been lodged the following will occur:

- **VALIDITY:** The validity of the complaint will be investigated by the secretary after informing the Board of Directors,
- **APPOINTMENT OF INVESTIGATOR:** The secretary will appoint an investigating officer that does not have a conflict of interest in the related complaint. The Board of Directors may override the secretary's appointment.
- **INVESTIGATION:** The matter will be investigated for resolution by the appointee. Written notes documenting the complaint and complainants, areas covered, evidence provided, evidence discovered on investigating etc will be compiled by the appointee. Recommendations can also be suggested in the report.
- **BREACH:** If a member's or volunteer's conduct is identified, the conduct will be raised in their performance review against Key Performance Indicators. The breach will be assessed against the corporations' law and employment contract and categorised as:
 - a. Criminal: matters that involve fraud, theft, misappropriation of funds
 - b. Criminal: loitering, vandalism, trespass indecent behaviour in a public place etc
 - c. Civil: grossly negligent, reckless, hate speech, defamation etc
 - d. Underperformance: requiring training & or change of duties
 - e. Organisational policies & procedures: requiring a change of duties
- **CRIMINAL CONDUCT:** Breaches of conduct amounting to criminal conduct will result in immediate termination
- **CIVIL BREACHES;** Breaches in civil duties and obligations will be treated seriously but a notice in writing will be provided to the member requesting that the conduct be addressed and rectified within 30 days and any loss suffered be noted
- **AMOUNT OF LOSS:** Losses over the value of \$20,000 (plus CPI) will be legally pursued by the Directors on behalf of the organisation; Losses that cause the organisation to be brought into disrepute will also be legally pursued.

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- **PERFORMANCE OF VOLUNTEERS:** Underperformance will be identified in writing by the Board of Directors and training required to be performed, including:
 - a. the volunteer will be required to perform their duties in collaboration with another allocated member who is willing and able to supervise
 - b. Underperformance that is not addressed within a 4-week performance review period will result in a change of duties
 - c. Underperformance that is repeated will result in dismissal and removal from office.
 - d. The remainder of the Board will be required to appoint another member from the pool as a replacement.
- **RIGHTS OF VOLUNTEERS:** All volunteers will be afforded the same rights as all employees in Australia and will be given review rights through mechanisms such as The Fair Work Ombudsman, Discrimination Tribunal and Unfair Dismissal claims.
- **OH&S:** Work Place Health and Safety laws apply to all volunteers including the Directors, in particular, the case of bullying, harassment, etc All incidents of Workplace health and safety will be recorded on an incident report including psychological injury.



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Step 1

You must first submit your grievance in writing to the secretary & or appointees. Grievances must be submitted within 7 calendar days following the date you first knew or should have known of the grievance. If you do not submit the grievance within the 30 day period, you waive your right to assert it. The secretary/appointees will respond in writing within 2 days following receipt of your grievance. All grievances and replies in Step 1 must be in writing.

Step 2

The secretary/appointees (Preferred minimum 2 neutral individuals) will then undertake an investigation of your grievance and the underlying facts. Within 5 business days following receipt of your grievance the secretary/appointees will meet with you and any relevant party involved in person to discuss grievance/complaint. The secretary/appointee will concurrently provide any respondents, witness 14 days' notice to provide a written response/statement to your grievance and will further afford in those 14 days a meeting with the respondent/witness with the intent of having completed all fact findings, interviews and evidence gathering by day 15.

Step 3

20 days after the investigation had commenced the secretary/appointees will present the findings to the Board of Directors.

The board of directors and the appointed committee / individuals will then determine the course of action based on their company's policies and governing document. Any directors either claimant & or respondent will be excused in participating in this process.

Step 4

You may appeal Step 3 findings, however you will be required to provide new reasons and facts that has not been disclosed prior that may have a bearing in changing the voted/agreed outcome. If you are still not in agreement of the agreed outcome you have all relevant legal channels and external governing bodies that you may pursue on your own accord

All fees and or charges will need to be paid by individuals unless and where the individuals are representing the company and in upholding company policies, values and brand.