



Complaints and Grievance Handling Policy

Version: 1.0

Commencement Date: 12 January 2025

Review Date: 12 January 2026

Please note that printed and saved copies of this document are considered uncontrolled. For the most up-to-date version, please visit www.workinganimals.com.au

Citation:

Working Animals Federation of Australia (WAFA), "Complaints and Grievance Handling Policy",
Version 1.0, January 12, 2025, www.workinganimals.com.au/policies

Contents

1. Purpose	3
2. Scope	3
3. Policy Statement:	4
4. Definitions	5
5. Responsibilities.....	6
1. Steering Committee:.....	6
2. HR Department:.....	6
3. Employees and Volunteers:.....	6
6. Procedures	7
Acknowledgement.....	7
Investigation	7
Resolution	7
7. Compliance	7
8. Training and Communication	7
9. Review, Revision and Approvals	8
10. References.....	8
11. Implementation.....	8
12. Enforcement	8
13. Contact Information	8

1. Purpose

This policy is designed to provide a clear and transparent process for handling complaints and grievances within the Working Animals Federation of Australia (WAFA), ensuring all concerns are addressed fairly and promptly.

2. Scope

This policy applies to all employees, volunteers, contractors, and stakeholders of WAFA. It encompasses all complaints and grievances, including those related to the workplace environment, conduct of employees, and specifically incidents of online bullying.

3. Policy Statement:

WAFA is committed to maintaining a respectful and professional work environment where all complaints and grievances are treated seriously and resolved in a confidential and efficient manner.

4. Definitions

Complaint: An expression of dissatisfaction about the service, decisions, or actions of WAFA or its staff, formally made by any person or organization directly affected.

Grievance: A formal complaint concerning any aspect of the work environment or employment conditions.

Online Bullying: The use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature.

5. Responsibilities

Responsibilities of Various Parties in Implementing and Adhering to the Policy:

1. Steering Committee:

- Oversight of the implementation and compliance with this policy.

2. HR Department:

- Responsible for managing the complaint and grievance process.

3. Employees and Volunteers:

- Required to cooperate with the grievance procedure and maintain confidentiality.

6. Procedures

Filing a Complaint or Grievance:

Complaints must be submitted in writing to HR, detailing the nature of the complaint, any parties involved, and any evidence supporting the claim.

In cases of online bullying, include screenshots or other digital evidence.

Acknowledgement:

- HR will acknowledge receipt of the complaint within 5 working days.

Investigation:

- A thorough investigation will be conducted confidentially. The complainant and the accused will both have the opportunity to present their side of the story.

- Investigations of online bullying will consider digital records and conduct online in line with WAFA's policies.

Resolution:

- A decision will be communicated to both parties within 30 days of the complaint being lodged.

- If the grievance is upheld, appropriate measures will be taken to address the issue, which may include mediation, disciplinary actions, or other appropriate interventions.

7. Compliance

Adherence to this policy is mandatory for all WAFA members and affiliates. Non-compliance can result in disciplinary measures, up to and including termination of employment or cessation of membership.

8. Training and Communication

Training on this policy will be provided to all employees and volunteers upon induction and on an annual basis.

The policy will be made available on WAFA's internal website and communicated via regular staff updates.

9. Review, Revision and Approvals

This policy will be reviewed annually by the steering committee to ensure its effectiveness and relevance.

Any revisions will require approval from the steering committee.

10. References

National Employment Standards

Fair Work Act 2009 (Cth)

11. Implementation

This policy will be implemented immediately following approval from the steering committee. All existing and new staff will be briefed about the policy within one month of implementation

12. Enforcement

The HR department is responsible for enforcing this policy. Any breach of this policy will be dealt with seriously, and disciplinary action will be taken where appropriate.

This policy ensures that all complaints and grievances, particularly those related to sensitive issues like online bullying, are handled with the utmost seriousness and professionalism, aligning with WAFA's values and legal obligations.

13. Contact Information

Contact Information for Further Assistance:

For further information or assistance related to the privacy and confidentiality policy, please contact the steering committee at the following email address:

Email: admin@workinganimals.com.au

The steering committee will be able to provide additional guidance, clarification, or support regarding the organisation's privacy and confidentiality policy, as well as address any inquiries

or concerns related to data handling practices. Please feel free to reach out to them with any questions or feedback you may have.