

OCR FM GRIEVANCES & DISPUTE RESOLUTION

INTRODUCTION

OCR FM Inc encourages its volunteers to resolve any issues or concerns that they may have at the earliest opportunity with their immediate supervisor.

The preferred process involves volunteers being able to resolve issues to their satisfaction internally, without feeling they have to refer to external organisations or authorities for assistance.

AIM

The purpose of this document is to provide an avenue through which employees and volunteers, and their managers, can resolve work-related complaints as they arise.

POLICY

OCR FM Inc. will establish mechanisms to promote fast and efficient resolution of workplace issues.

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. Volunteers should feel comfortable with discussing issues with their supervisor in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and volunteer's wishes will be taken into account in the determination of appropriate steps and actions.

No volunteer will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to all volunteer OCR FM workers.

RESPONSIBILITIES

It is the responsibility of **Management and Supervisors** to ensure that:

- they identify, prevent and address potential problems before they become formal grievances;
- they are aware of, and are committed to the principles of communicating and information sharing with their volunteers;
- all decisions relating to practices are made with consideration given to the ramifications for the individual, as well as the Organisation in general;
- any grievance is handled in the most appropriate manner at the earliest opportunity;

- All volunteers are treated fairly and without fear of intimidation.

It is the responsibility of **Volunteers** to ensure that:

- They attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

PROCEDURE

GRIEVANCES AND DISPUTE RESOLUTION

A volunteer who considers that they have a dispute or grievance should raise the matter with their immediate supervisor as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The Manager or Supervisor should check for clarification of the issue to ensure they fully understand the complainant's concern. Managers should follow the standard procedure of offering the volunteer the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant and diagnose the problem.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the volunteers with a written summary of the meeting and clarification of the next steps to be taken.

The Manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the volunteer wishes to pursue it, the issue should be discussed with the Committee of Management. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood.

If the grievance/dispute is one of a confidential or serious nature involving the Volunteer's Manager, the complainant may discuss the issue directly with the Committee of Management.

If a Volunteer has an issue that they do not feel can be resolved through the above outlines process then they should consult the Constitution of OCR FM.

RELATED DOCUMENTS

OCR FM Constitution

This policy was reviewed by the OCR FM Committee of Management

Signed *Tyson Graham*

Date 13th December 2021

This Policy is due for review within 24 months of the date shown above.