



GRIEVANCE AND DISPUTE RESOLUTION POLICY

POLICY STATEMENT

Calvary Family Church intends to ensure that all grievances and/or disputes raised by, or about, Pastors, other staff or volunteers are dealt with in a fair, timely and just way.

This policy is to cover situations that are not covered by a complaint or dispute process in any other policy, an applicable award or law.

DEFINITIONS

Grievance

Grievance is a real or perceived issue that causes resentment and is regarded as sufficient grounds for complaint.

Dispute

A dispute is a disagreement or difference between people or groups of people on a matter pertaining to their relationship with Calvary Family Church or a Pastor, other employee or volunteer thereof. A dispute may also arise when an employee or the church makes a claim that the other rejects.

Complainant

A Complainant is an individual that chooses to raise a grievance or dispute covered by this policy.

PROCEDURES

Grievance and Dispute Responsibilities

All parties involved in a grievance or dispute must follow this policy. While the intent of this policy is to resolve grievances and disputes, nothing in this policy limits any statutory rights a person may have.

A Pastor or other staff member may be subject to disciplinary action where the provisions of this policy are not met. When the breach is committed by a volunteer, they may receive a warning, suspension or the removal of their appointment or assigned responsibility. The basis for such action may include, but is not limited to:

- Failure to maintain confidentiality in relation to the grievance/dispute;
- Failure, refusal and/or neglect to follow reasonable lawful instructions;
- Raising erroneous complaints;
- Escalating matters without allowing an opportunity to resolve it at a lower level; and/or
- Repeatedly raising complaints which are found to have no justification.

Grievance and Dispute Procedure

Step 1: Approach the person directly

The Complainant should ensure they raise issue with the person that it relates to in order to attempt to resolve the matter directly and informally. If no outcome can be reached, the Complainant may refer the matter to the relevant Ministry Leader as per Step 2.

Step 2: Ministry Leader

The relevant Ministry Leader will endeavour to solve the problem and inform the Complainant accordingly. The relevant Ministry Leader is the person in charge of the area in which the issue arose and may or may not be a Pastor.

Should a Complainant not be satisfied with the outcome, he/she may proceed to Step 3. Where the grievance/dispute concerns a Ministry Leader, the Complainant can bypass Step 2 and proceed to Step 3.

Step 3: Senior Pastor

The Complainant is to put their grievance/dispute in writing with all relevant details and submit it to the Senior Pastor. The Senior Pastor will consider all of the information surrounding the issues and propose a final decision/outcome and advise the Complainant that appropriate action, if any, has been taken.

Where the grievance/dispute concerns the Senior Pastor, a member of the Board will undertake the functions that would otherwise be performed by the Senior Pastor in this step.

Step 4: Agreed Alternative Dispute Resolution Provider

The matter is referred, if necessary, to an Agreed Alternative Dispute Resolution Provider for assistance and resolution who may conciliate the matter.

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