

Tenant Volunteer Complaints and Grievance Handling

Purpose

In line with Bridge Housing Values, we want all volunteers to be respected and valued in the work place. From time to time, disagreements and conflict will arise and volunteers are required to follow the Bridge Housing Complaints and Grievance Handling Procedure when they have an issue or any workplace complaint or grievance.

Scope

This procedure is to be used for internal complaints made by volunteers at Bridge Housing about other staff members. Complaints about the nature of the role itself should be discussed with your supervising manager in your feedback sessions or with the Intake Officer.

Procedure Statement

Bridge Housing assures any volunteer who issues a complaint or grievance will have that grievance dealt with as follows:

Impartially

Both sides will have a chance to tell their side of the story. No assumptions will be made and no action will be taken until all relevant information has been collected and considered.

Dealing with false complaints

No action will be taken against anyone for making a valid, truthful complaint or helping someone in making a valid, truthful complaint. Volunteers who make deliberately false and/or malicious complaints may have their volunteering agreement terminated.

No victimisation

Bridge Housing will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint. Should any volunteer victimise another for making a complaint or being part of a complaint, that volunteer may have their volunteer agreement terminated.

Timely

All complaints will be dealt with as quickly as possible. Complaints received in writing will be acknowledged within 24 hours of receiving complaint.

Completely confidential

You can feel secure that if you are involved in a complaint under this policy, it will remain as confidential as possible. The only people who will have access to information about the complaint will be the person making the complaint, the investigators, and where necessary, the person about whom you have complained. Breaches of confidentiality during or after the investigation process may result in the volunteering agreement being terminated.

Informal Process

Complainants should consider following the informal process set out below. However if this is not successful, or the issue is of a serious nature, or the complaint is about your supervising manager, a formal complaint should be made directly to your supervisor manager.

Step	Action
1	If possible, try and sort out the problem directly with the person. This step is not required, but it is recommended to try solving issues yourself, where possible.
2	When attempting to resolve the problem or address the issue, make sure you: a) ask to see the person privately b) explain to them the behaviour/action that is causing you concern. Give exact examples c) ask that you wish the behaviour/action to stop d) ask for the outcome you are expecting, e.g. an apology e) keep the conversation confidential.
3	In most cases, this will be enough for the person to understand your concern and make a change to their behaviour.
4	You can also call the confidential and professional services of EAP by contacting 1300 361 008.
5	You may like to keep a personal record that you have spoken to the person and the outcome of the discussion, should you need to raise it at a later date.
6	If the behaviour does not stop or the problem is not resolved, you should then inform your supervising manager.
7	Your supervising manager may be able to give you some advice on how to resolve the issue, or may work directly with you and the person involved to resolve the issue.

Formal Process

If the above informal process does not resolve the issue, you should put your complaint in writing and submit it to the Intake Officer who will acknowledge the complaint within 24 hours and begin the formal investigation process.

You will be advised of any outcomes.

Please refer to the Employee Complaints and Grievance Policy for the full complaint investigation process.