

1. Policy application

This policy applies all FemiliPNG Australia personnel and representatives, including volunteers.

2. Definitions

Personnel	A FemiliPNG Australia staff member, contractor or volunteer
Representative	A FemiliPNG Australia Board member
Grievance	A concern, problem, or complaint that a person has about their workplace, workplace policies or procedures, or someone they work with.
Harassment	Repeated unreasonable behaviour by an individual towards a worker which creates a risk to health and safety. Harassment includes bullying, intimidation, sexual harassment, and victimisation.
Discrimination	Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race, or disability.
Bullying	If someone is being bullied because of a personal characteristic protected by equal opportunity law, it is a form of discrimination. Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, or unfair work practices.
Sexual harassment	Sexual harassment is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated, or intimidated. Sexual harassment can be physical, spoken or written.
Victimisation	Victimisation is subjecting or threatening to subject someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment, or victimisation.

3. Policy principles

- 3.1 All Personnel have the right to speak openly and honestly about work-related issues or concerns that affect them.
- 3.2 FemiliPNG Australia has a duty of care to maintain a positive, supportive workplace free from violence, discrimination, victimisation, harassment, bullying and sexual harassment
- 3.3 FemiliPNG Australia supports and encourages personnel to raise workplace grievances and will approach their resolution with fairness.

4. Policy

- 4.1 Personnel and Representatives may raise a formal grievance in relation to their employment, engagement or volunteer role with FemiliPNG Australia in areas including, but not limited to:
 - Management decisions that affect them
 - Complaints or concerns they may have regarding the behaviour of FemiliPNG Australia Personal or Representative, including discrimination or harassment
 - A policy or procedure that negatively affects them.

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- 4.2 FemiliPNG Australia encourages Personnel and Representatives wherever possible, to attempt to resolve grievances through thoughtful discussion with the person/s that is the source of the grievance. FemiliPNG Australia acknowledges that this is not always possible.
- 4.3 Where the grievance has resulted from a policy, or procedure, Personnel and Representatives are encouraged to bring the matter to the attention of the CEO.
- 4.4 FemiliPNG Australia will respond appropriately, confidentially and in a respectful manner to all formal grievances raised, following the Grievance Procedure (PROC-002).
- 4.5 Fairness and impartiality are important in the grievance resolution process.
- **For grievances raised against other Personnel or Representative:** All Personnel or Representatives involved in the grievance will be supported to contribute to the investigation and resolution process.
 - **For grievances raised against the CEO:** The Chair of the Board will lead the grievance resolution process.
- 4.6 Personnel and Representatives who raise grievances in good faith will be protected from adverse consequences and/or victimisation.
- 4.7 Grievances must be made on genuine and reasonable grounds. Anyone who knowingly and deliberately makes a false report may be subject to disciplinary action. The disciplinary action will depend on the severity, nature, and circumstance of the false disclosure.

5. Policy amendments

All policies are subject to review and endorsement by the FemiliPNG Australia Board. Suggestions about this policy are welcome and should be directed to the FemiliPNG Australia CEO. Any amendments or changes to the Policy will be submitted to the Board for endorsement.

The CEO is responsible for maintaining this document, including updating confirmed changes, informing staff of the changes, and disseminating the latest version to all personnel.

This policy will be reviewed every three years, or as needed to meet governance obligations and/or changes in legislation.

6. Related documents

Document number	Document name
POL-020	Grievance Procedure
POL-019	Equity, Diversity & Safety at Work Policy
POL-017	Whistleblowing Policy
POL-004	Complaints Handling Policy
POL-002	Prevention of Sexual Exploitation, Abuse and Harassment Policy
POL-001	Child Protection Policy

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