

Date Implemented:	August 2011
Original Author:	Jacque Phillips
Approved By:	M2M Management Committee
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Approval Authority (Sign & Date):	
References:	Numurkah District Health Service Grievance Policy; National Intern Training Framework Standards.

Context

The Murray to the Mountains (M2M) Intern Program recognises Interns and program staff are entitled to raise problems, issues or conflicts and have them addressed in a fair and equitable manner.

All Interns and Program staff have the right to raise a grievance and to seek a satisfactory resolution. M2M will deal with a grievance in a manner that is consistent, attentive and objective.

Scope

This Policy relates to all Interns, Supervisors, and Program staff within the M2M program.

Policy Statements

1. Any grievance raised by an M2M Intern will have confidentiality maintained at all times.
2. Any grievance raised by M2M Program Staff or by Staff from the Host Employer will have confidentiality maintained at all times.
3. Any grievance raised involving an M2M program employee will be managed under the guidelines of the Numurkah District Health Service Grievance Policy.
4. Any grievance raised involving an M2M Intern will be managed through the grievance process of the Host employer.
5. In the instance a grievance is tabled, M2M program staff or M2M Interns may choose to raise the issue with an appropriate senior staff member with the Host Employer.
6. When the Host employer HRM receives a written grievance they will notify the Manager Murray to the Mountains Intern Program (if appropriate to do so and on permission from the claimant) that a grievance has been raised by one of their staff.
7. External counselling and support are offered to all parties concerned as per the M2M Employment Assistance Policy.
8. Any allegation indicating serious or wilful misconduct or poses a threat to the person who raised the grievance, the organisation or other parties, the named person may be suspended with pay pending the outcome of the investigation. The notification of the suspension will be in writing and the period of suspension specified. As an alternative to suspension, reassignment of either party to other work should be considered if practical.
9. Mediation is encouraged as per host employer grievance guidelines.
10. The mediation is conducted by appropriately skilled mediator.
11. Resolutions through mediation are signed by all parties and with a record kept in personnel files and each participant given a copy.
12. The Manager Murray to the Mountains Intern Program or Host Employer HRM may wish to check on the parties from time to time to ensure compliance.

Policy No. 030 – Grievance Policy

13. External agent and a report is prepared in cases where grievances cannot be resolved by mediation or the parties refuse to participate in mediation.
14. The investigator's report forms commencement of disciplinary action, a performance management program or developmental training or transfer to another department as per the relevant policies.
15. If the allegation is still unresolved the matter is referred to the NDHS Chief Executive Officer for a final decision. All parties must abide by this outcome.

Definitions

Consistent – in interpretation and application of policies, procedures, disciplinary processes and advice given to individuals involved in the grievance.

Attentive – where all grievances will be given the same degree of thoroughness.

Objective – in order to avoid prejudice or early judgment of any party involved in the grievance.

A Grievance - is any workplace problem, concern or issue experienced by an employee in relation to his/her workplace. A grievance may be related to such things as work allocation, training and development opportunities, interpersonal conflicts, granting of leave, work environment, discrimination, bullying or harassing behaviour.

Mediation - a meeting between two parties that is facilitated by a third party. The Manager, Supervisor, HRM or internal/external Counsellor or appropriately skilled mediator can perform this mediator role