

YMCA Geelong

Bullying, Harassment & Discrimination Complaint Resolution Procedure



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Procedure Number	Date Approved	Date Last Amended	Status
YG 143A-O	14/03/2017 12/11/2019	07/11/2019	APPROVED

1. YMCA GEELONG BULLYING, HARASSMENT & DISCRIMINATION COMPLAINT RESOLUTION PROCEDURE

2. INTRODUCTION

YMCA Geelong aims to provide practical and flexible options for employees to raise any concerns or complaints regarding behaviour alleged to breach the Bullying, Harassment and Discrimination Policy. This procedure, with supporting resources, is designed to assist YMCA Geelong employees and managers in appropriately raising and addressing concerns and complaints under the Bullying, Harassment and Discrimination Policy.

This procedure should not be interpreted or construed as forming a part of an employee's terms and conditions of employment (including his or her contractual entitlements). The steps within this procedure are intended to represent broad options, rather than sequential requirements.

3. RELATED POLICY

It is strongly recommended that this Procedure is read in conjunction with the YG 143-G Bullying, Harassment and Discrimination Policy and the Bullying, Harassment and Discrimination Resources.

4. RELATED STANDARDS or GUIDELINES/PROTOCOLS

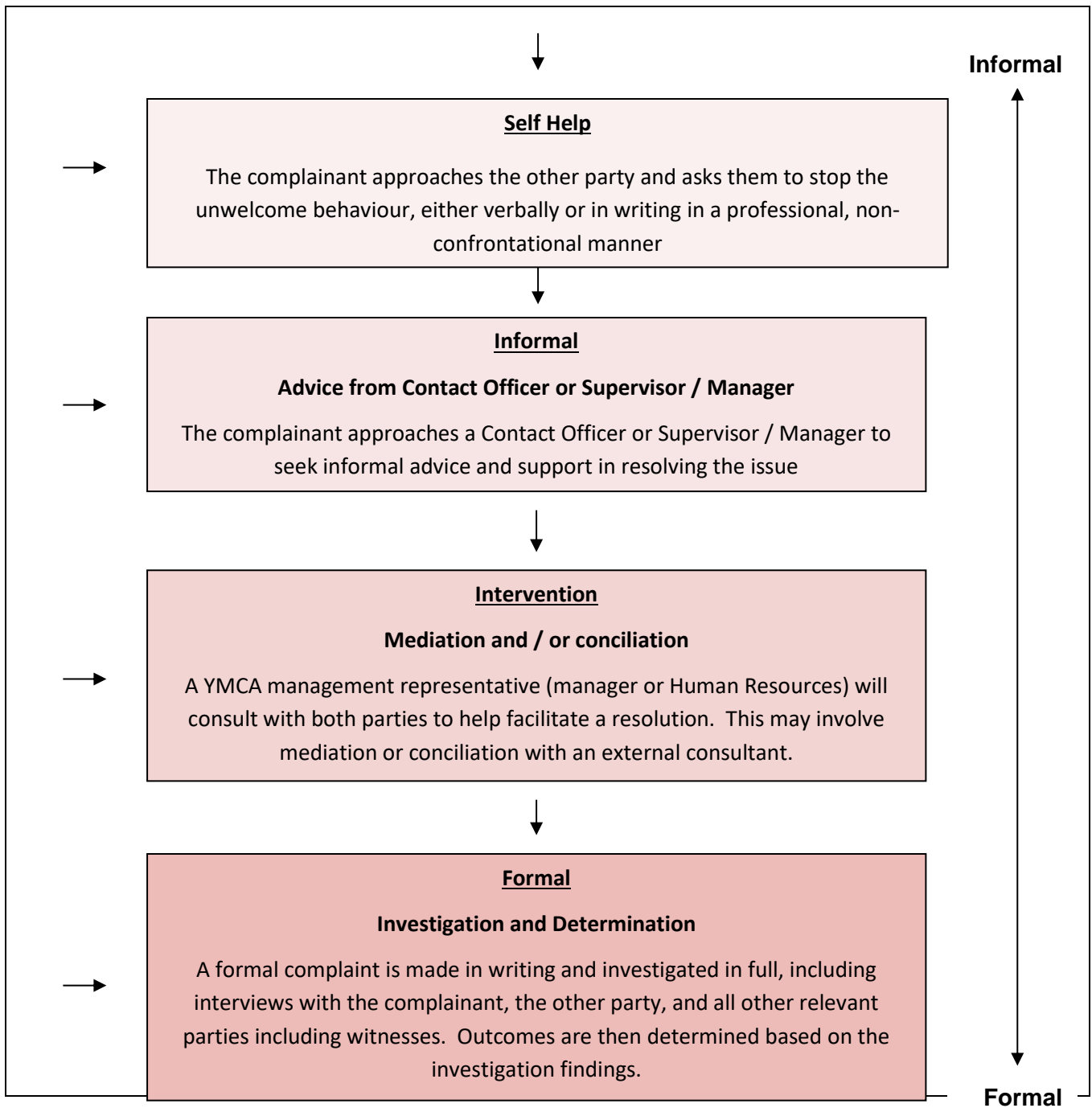
Refer also to the Bullying, Harassment and Discrimination section within the HR Manual on YMCA Extranet for access to Resources and templates.

5. CONSULTATION

The complaints resolution process is included within the Bullying, Harassment and Discrimination Policy. Consultation regarding this process occurred during Policy development, including consultation with the Board and consultation through Health and Safety mechanisms, such as Health and Safety Committee meeting.

6. PROCEDURE

The complaints resolution process can be broken down into the following four stages, which do **not** have to be sequential. The stages represent options with varying degrees of formality. The appropriateness of each option will depend on the circumstances and the complainant's comfort levels and preferences.



Whilst the complainant may choose any of the above options, it is hoped that most complaints can be resolved without recourse to intervention or an investigation. In some cases, an investigation may determine that a complaint should be resolved through mediation or conciliation.

All parties involved in a complaint should be aware that at any time and at all stages of the complaint resolution process, there are a range of choices available to the complainant. The complainant has the right to raise the matter with the Human Rights and Equal Opportunity Commission or relevant anti-discrimination body at any time, or in the case of criminal conduct such as assault, with the police.

7. Monitoring, Evaluation and Review Process

This procedure will be reviewed on a three yearly basis in accordance with timelines for reviewing the Bullying, Harassment and Discrimination Policy and in consultation with key stakeholders.

Managers are responsible for implementing training and awareness strategies regarding the Bullying, Harassment and Discrimination Policy and this associated procedure. Mandatory training will be conducted every two years and the People and Culture team will monitor training attendance.

Approved by: SMT

Meeting number and date: 12/11/2019

Review date: 12/11/2022

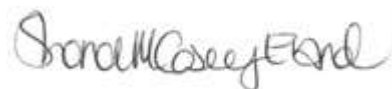
Policy Owner: Adele Andrew

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Version	Date	Author	Change Description
V1	July 2008	EBA- YMCA Victoria template	Create policy
V2	04/04/2014	Shona Eland	Update to new template.
V3	12/11/2019	Adele Andrew	<p>Changed Clause</p> <p>7. Bi-annual to three yearly Services to and Cultural Policy Owner from CEO to Adele Andrew Email geelong.ymca.org.au to payrollhr.geelong@ymca.org.au</p> <p>Changed Procedure name From G to O</p>

As adopted by YMCA Geelong on 12/11/2019



Chief Executive Officer YMCA Geelong Inc.