

Feast Volunteer/Workplace Dispute Resolution Policy



Introduction

This Policy aims to provide a structured approach to resolving workplace issues that is fair and equitable and which leads to solutions that are acceptable to all parties. This specifically includes disputes arising between volunteers and Feast, including Feast staff members. This policy does not apply to criminal behavior e.g. Assault of any nature. These will be referred directly to the police.

Steps of the Dispute Resolution Process

Dispute between two or more volunteers... The volunteer will...

1. Raise the dispute/issue with the person/party directly and attempt to resolve the dispute/issue together. If this fails or if the volunteer does not feel comfortable doing this...
2. Raise the dispute/issue with immediate volunteer supervisor for investigation and/or mediation. If this fails...
3. Raise the dispute/issue with Volunteer Coordinator for further investigation and/or mediation. If this fails...
4. Raise the dispute/issue with General Manager for further investigation and/or mediation. If this fails...
5. Raise dispute/issue with The Feast Board for further investigation and/or mediation.

Dispute between volunteer and staff member... The volunteer will...

1. Raise the dispute/issue with an independent staff member following the hierarchy stated above.

Resolving the Problem – The Role of Feast

It is the role of Feast staff, generally the Volunteer Coordinator, to address or resolve the dispute/issue.

In the event of a dispute/issue... Feast will...

1. Listen to the complainant, ensure their wellbeing and reassure them that their complaint will be treated seriously and action will be taken if deemed necessary to address or resolve the dispute/issue
2. Decide on a course of action – Document the issue for future reference OR address the issue immediately by taking the following action...
3. Contact the person/party involved, explain the nature of the complaint and invite them to a meeting to discuss the issue
4. Meet with the person/party involved, provide them with a copy of this policy so they understand their rights and discuss the issue at hand

5. Provide a warning and explain that if they engage in similar behavior or receive another valid complaint against them that they may be asked to resign or be dismissed from the volunteer program OR...
6. Ask them to resign or dismiss them from the volunteer program immediately. This will occur only if the person/party involved has engaged in extremely inappropriate behavior, for example – theft, bullying, discrimination, verbal, physical or sexual harassment/assault.

Note* See the Feast Volunteer Do's and Don'ts in the Volunteer Handbook as a guide to acceptable behavior when volunteer for Feast. If you have any questions about what is appropriate behavior, or about this policy, ask your Volunteer Coordinator.

Solving Disputes Externally

Failing this, volunteers can consider seeking external assistance to resolve the dispute. Some disputes are not able to be resolved internally and either the volunteer or the organisation may choose to take the problem to an external authority. The authorities listed below will be able to assist:

For general advice contact:

Office of the Employee Ombudsman

www.oeo.sa.gov.au

Ph: (08) 8207 1970

For issues relating to discrimination and harassment contact:

Equal Opportunity Commission

www.eoc.sa.gov.au

Ph: (08) 8207 1977

Ph: for hearing impaired (08) 8207 1911

Ph: Outside Adelaide free call 1800 188 163

For issues relating to workplace health and safety contact:

Safework SA

www.safework.sa.gov.au

Ph: 1300 365 255

For legal advice and assistance contact:

Legal Services Commission

www.lsc.sa.gov.au

Ph: 1300 366 424