

Policy Number G001 GRIEVANCE AND DISPUTE RESOLUTION POLICY

INTRODUCTION

Pinjarra Harness Racing Club and Members encourages it's employees, volunteers to resolve any issues or concerns that they may have at the earliest opportunity with the General Manager.

The preferred process involves employees, volunteers, members and general public being able to resolve issues to their satisfaction internally, without feeling they have to refer to external organisations or authorities for assistance.

PURPOSE

The purpose of this document is to provide an avenue through which employees, volunteers, members and general public can resolve work-related complaints as they arise.

POLICY

PHRC will establish mechanisms to promote fast and efficient resolution of workplace issues.

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. Employees, volunteers and members should feel comfortable with discussing issues with the General Manager in accordance with the procedures outlined below.

All formal avenues for handling grievances will be fully documented and the employees, volunteers, members and general public wishes will be taken into account in the determination of appropriate steps and actions.

No employee will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to employees, volunteers, and members.

RESPONSIBILITIES

It is the responsibility of the General Manager to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with their employees, volunteers and members;
- All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organization in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All employees, volunteers and members are treated fairly and without fear or intimidation.

It is the responsibility of employees, volunteers and members to ensure that:

- They attempt to resolve any issues through the General Manager and through internal processes at the earliest opportunity.

PROCEDURE

EMPLOYMENT PRACTICES

The General Manager should be aware of the possible ramifications of their actions when dealing with employee and volunteer issues. The General Manager must ensure that all employees and volunteers are treated with fairness, equality and respect.

Where a grievance or dispute has been brought to the General Manager's attention, the General Manager should assess whether the employee involved is covered by an Award or Agreement, and if so, should refer to that document for grievance procedures. If the employee or volunteer involved is not covered by such a document, the guidelines below should be followed.

GRIEVANCES AND DISPUTE RESOLUTION

An employee, volunteer or Member who considers that they have a dispute or grievance should raise the matter with the General Manager as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The General Manager should check for clarification of the issue to ensure they fully understand the complainant's concern. The General Manager should follow the standard procedure of offering the employee, volunteer or member the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential
- Listen to the complainant and diagnose the problem
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- The General Manager shall provide the employee, volunteer or Member with a written summary of the meeting and clarification of the next steps to be taken. The written summary is to be signed by both parties.

The General Manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If an employee or volunteer wishes to make a formal complaint under this policy they are to lodge the Grievance and Dispute Resolution Report Form with the General Manager.

If an employee or volunteer wishes to make a formal complaint under this policy and they consider the matter to be one of a confidential or serious nature involving the General Manager or a Member of the Committee of Governance, they are to lodge the Grievance and Dispute Resolution Report Form directly with the President of the Committee.

Related documents: Grievance and Dispute Resolution Report Form.



Signature

Dale Putland

Name

General Manager

Position

28 August 2026

Date