

Grievance Procedure

Effective Date: 9/5/22	Review Date: 9/5/23
Scope <input checked="" type="checkbox"/> Organisation Wide	Site Specific <input checked="" type="checkbox"/> Dom Polski <input checked="" type="checkbox"/> Any site of practice/ performance
Application	<input checked="" type="checkbox"/> Dancers/ Parents of junior dancers <input checked="" type="checkbox"/> Committee/ Volunteers <input checked="" type="checkbox"/> Anyone persons within the Tatry organisation

1.0 Purpose

A grievance is any type of problem, concern or complaint related to the organisation or environment. A personal grievance can be about any act, behaviour, omission, situation or decision impacting on a person within the organisation that the person thinks is unfair or unjustified.

Tatry will endeavor to provide a fair and just environment, by aiming to ensure that persons within the Tatry organisation have access to processes for the resolution of genuine personal grievances related to the organisation.

2.0 Dealing with Grievances

Tatry Organisation will

- Encourage people to come forward with personal grievances
- Deal with personal grievances in a supportive way, without intimidation of any person connected with the grievance
- Encourage fairness, impartiality, and the resolution of personal grievances as reasonably promptly and as close as possible to the time/ source of the grievance
- Seek to prevent and resolve personal grievances

3.0 Grievance Procedure

3.1 Attempt to resolve the grievance directly

If the complainant feels comfortable in doing so, they should attempt to address the issue directly with the person(s) involved in the grievance. The complainant may find the other person was not aware of their grievance and the matter can be resolved directly.

3.2 Report the Grievance to the President/ Tatry Committee

If the complainant does not feel comfortable talking to the person involved or if they have tried to and it was ineffective in resolving the grievance, or the grievance is with the Tatry organisation itself, then the complainant needs to report this to the President/ Tatry Committee.

After reporting a grievance, the President will use reasonable endeavours to conduct an initial meeting with the complainant to

- Obtain information about the complainant's grievance and what they consider will resolve it
- Explain how the grievance procedure works
- Decide if they are the appropriate person to handle the grievance or whether it should be brought before the Tatry Committee

3.2.1 Informal procedure

A range of informal actions can often resolve the grievances. Such actions will depend on the individual circumstances of the grievance. Possible actions include but are not limited to:

- The President discussing the issue with the person against whom the complaint is made and/ or
- facilitating a meeting between the parties in an attempt to resolve the issue and move forward

3.2.2 Formal procedure

This involves a formal investigation of the grievance and a decision about appropriate actions and outcomes. This will preferably happen within 14 days from receipt of initial complaint

- In the first instance this will be undertaken by the President. The information collected by the President will then be brought before the Tatry Committee.
- The complainant filing the grievance may be required to write a written statement that will be presented to the Tatry Committee
- The statement will need to relate to facts and evidence, ensuring he or she avoids emotive language. The statement must also include what outcome the complainant believes would offer a resolution to the issue. Note that if a

person makes a formal complaint and it is found to be false or deliberately misleading, it may result in disciplinary action being taken against the person who made the complaint.

- The statement will be discussed with the Tatry Committee and be treated as a confidential record
- The Tatry Committee will analyse the issue and all evidence collected.
- The Tatry Committee shall then collaboratively make a recommendation about the grievance, possible outcomes and action to be taken.
- The President will then organise a meeting with the complainant and if required the respondent, to inform them of the outcome and specify any actions to be taken

3.2.3 Appeal

- If the complainant is dissatisfied with the outcome they may ask for a review (appeal) of the decision made. This must be done in writing within 5 days of receiving the original outcome and provided to the President/ Tatry Committee. Note that the outcome may remain the same as occurred in the original deliberation.

4.0 Policy Scope

- Applicable to all people associated with Polish Folklore Ensemble Tatry

5.0 Related Policies/ Procedures

- Code of Conduct 2022-04

6.0 Policy Owner

Tatry Committee