

LOCAL BUYING FOUNDATION

COMPLAINTS AND GRIEVANCE POLICY

Complaints and Grievance Policy

If any person genuinely and reasonably believes that they have been subject to some disadvantage or unfair or inappropriate treatment by C-Res in relation to the Local Buying Foundation (LBF) due to some form of inappropriate conduct by one or more other person at C-Res, they can raise a grievance and expect that it will be addressed in a fair and reasonable manner.

This policy explains how to raise a grievance and how C-Res will respond.

The policy does not form part of the terms and conditions of any approved funding applications issued through the Local Buying Foundation to the person raising the grievance. C-Res' compliance with this policy does not affect any obligations owed by C-Res to provide payment on approved funding applications.

Nothing in this policy prevents C-Res from acting in relation to any misconduct or alleged misconduct committed by a person working for C-Res/Local Buying Foundation.

General Principles

C-Res are committed to dealing with any grievance relating to the Local Buying Foundation as promptly and confidentially as possible, professionally and with sensitivity.

A person who raises a grievance will not be subject to any disadvantage in their relationship with C-Res by reason of doing so.

When responding to a grievance, C-Res will ensure the aggrieved person is not subject to discrimination, victimisation or harassment by reason of raising the grievance.

Grievance Procedure

1. Raise the grievance informally

An aggrieved person can first raise the grievance by contacting the C-Res office or through the LBF Advisory Committee Chair. If the grievance concerns the person contacted in the C-Res office, the grievance may be raised with the employee's direct line manager, LBF Advisory Committee Chair or the C-Res Chief Executive Officer.

The grievance should be discussed on an informal basis. The person that the grievance was discussed with may involve other persons within C-Res in that discussion if they believe that involvement will assist in the resolution of the grievance (taking into account the views of the aggrieved person as to whether that involvement might assist).

2. Formalise the grievance

Where the grievance cannot be resolved through informal discussion, the aggrieved person may formally request C-Res to take action to resolve the grievance.

For C-Res to take action, contact must be made to the C-Res Chief Executive Officer.

Formalising a grievance requires the aggrieved person to detail the grievance in writing, stating relevant facts and outlining what the aggrieved person seeks in order to resolve the grievance.

3. Resolve the formal grievance

If lodged with C-Res, the C-Res Chief Executive Officer could be appointed or appoint another suitable qualified person to resolve the formal grievance. This must be a person who can act fairly and impartially. It may include a suitably qualified external consultant.

The person appointed to resolve the formal grievance will generally afford the aggrieved person a fair and reasonable opportunity to provide information relevant to resolving the grievance.

This might involve:

- convening a conciliation or mediation involving the aggrieved person and other relevant parties;
- undertaking an investigation to determine whether the facts alleged as part of the grievance are substantiated; and
- issuing a recommendation to C-Res to implement certain measures to address the grievance

C-Res will commit to resolving the grievance within 10 working days where possible.

Frivolous or Vexatious Grievances

If a person makes a grievance without a genuine belief in the truth of the matters they are reporting, information will be recorded and kept in a complaints and grievance register through the Local Buying Foundation and may be reviewed in the event of future funding applications.

Related Policies

- LBF Charter

If you have any questions regarding this Policy, please contact **C-Res on 1800 536 663** or info@localbuyingfoundation.com.au.