

	FP – 004 Formal Grievance and Dispute Resolution Policy	Date Approved: 15 March 2022
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1. PURPOSE AND SCOPE

1.1 This policy applies to the resolution of any grievance or dispute, which concerns or relates to a Scouting matter, issue or activity, except the issuing or revocation of Certificates of Proficiency and / or membership of the Association (which are covered under Regulation 4 of the Association).

1.2 For the purposes of this policy:

“Dispute” means any disagreement between the parties involved.

“Grievance” means any real or perceived ground for complaint including anything contrary to the Scouts Australia Policy and Rules and Scouts WA Policies. A grievance may become a dispute.

1.3 This policy covers, but is not limited to, disputes and grievances involving or concerning any of the following:

Persons

- (a) Adult or Youth Members of a Group, including Leaders and Adult Helpers;
- (b) non-Members and/ or non-Youth Members, including parent helpers;
- (c) Adult Members at a District level;
- (d) Adult Members at a Region level;
- (e) Commissioner appointments at Branch, Region and District levels and their derivations;
- (f) the Executive Manager;
- (g) other members of the Branch Support Team, the Heritage Centre and Scouts WA Shop, including volunteers and paid staff;
- (h) the Association’s employees, contractors and agents;
- (i) the President and/or Vice-President(s), and Honorary Treasurer;
- (j) the Chairman of the Board;
- (k) the Chief Commissioner;
- (l) any other member of the Board;

Matters

- (m) matters of governance at any level of the Association, including the Board and its committees;
- (n) the conduct of the Board;
- (o) the conduct of a committee of the Board;
- (p) the conduct of any other recognised Branch entity that exists to deliver and/or support Scouting in Western Australia.

2. POLICY STATEMENT

- 2.1 The Association must resolve all grievances and disputes in a timely manner, having regard to the nature and complexity of the grievance or dispute.
- 2.2 The Association must resolve all grievance and dispute in a manner which is procedurally fair to the party or parties involved.
- 2.3 The Association must, if appropriate in the particular case, attempt to resolve all disputes and grievances informally in the first instance.
- 2.4 If it is necessary to resolve a grievance or dispute formally, the Association shall apply procedures which are proportionate to the nature and complexity of the dispute or grievance.
- 2.5 No person shall be prejudiced or victimised because of their participation in a formal or informal grievance or dispute resolution process.
- 2.6 Subject to the Privacy Policy (which permits the disclosure of personal information in limited circumstances):
 - a) any information of a personal nature provided by a party to a formal or informal grievance or dispute process shall remain confidential to the parties to that process, any decision-maker and any reviewer;
 - b) the Decision-maker or Reviewer has the discretion to protect the identity of a Youth member where this deemed to be in the best interests of the Youth member.
- 2.7 Clause 2.6 notwithstanding, all formal resolution processes must record the decisions and outcomes in writing and forward a copy of these to the Branch Executive Manager to be added to a register of disputes.
- 2.8 The Association must afford a right of review to any party to a formal grievance or dispute process who wishes to have a decision concerning the grievance or dispute reviewed.

3. FORMAL GRIEVANCE AND DISPUTE RESOLUTION PROCEDURES

- 3.1 The Policy and Procedures Committee (PPC) shall, in consultation with the Chief Commissioner, prepare a Formal Grievance and Dispute procedure for the approval of the Board.
- 3.2 The Formal Grievance and Dispute Resolution Procedure must be consistent with this policy.

4. REGISTER OF DISPUTES

- 4.1 Scouts WA shall retain a copy of the decisions for all formal grievance or dispute in a register of disputes.

5. REVIEW

- 5.1 This policy shall be reviewed every three years by the PPC, or earlier if directed by the Board. The PPC shall provide a report to the Board, together with any recommendations arising from the review.

6. APPROVAL

- 6.1 The review of this policy was approved by the Board of Scouts WA on 15 March 2022.