

## 2.14 – GRIEVANCES

### Preamble

1. This Policy should be read in conjunction with Branch Policy 2.6 - Conflict Resolution.

### Introduction

2. Working in an Association as diverse as Scouting, there will be times when parties will not agree on a particular course of action, decision or direction. Usually these disagreements are resolved quickly following the principles of the Scout Promise and Law, and without the need for any further action.
3. However, there are times when a person wants to take the result of these actions, decisions or directions to a higher Scouting authority to seek a clarification or ruling. In these instances, the grievances should be raised at the next level in Scouting.

### Basic Principles

4. When a matter has been referred to a Scouting manager (Group Leader, Activity Leader, or Commissioner) then that person must take the matter seriously. The person to whom the grievance is referred must consider all facts and points of view in relation to the grievance before making a judgement on the matter. This includes giving both parties an opportunity to state their views clearly, ensuring that all the facts are clear and understood. Should the Scouting manager find they are in a situation likely to lead to an actual or perceived conflict of interest they should refer the matter to their own immediate Scouting manager.
5. Resolution must be arrived at as quickly as possible, however timeframes must be reasonable and understood by all parties. Timeframes will depend on the complexity of the particular grievance. Ideally, a minimum of one week and a maximum of thirty days is considered ideal.
6. When making a determination, the Scouting manager must, wherever possible, seek a resolution agreeable to both parties in accordance with the best interests of Scouting. It is important that the person handling the grievance makes clear the factors on which they have based their decision.
7. If the matter cannot be resolved at the lowest level, then the aggrieved party(ies) may request that the issue be referred to the next higher ACT Scouting authority.
8. The Scouting manager to whom the grievance is referred must consider all facts and points of view in relation to the grievance before making their decision on the matter. They may refer the matter to others for advice and guidance. This includes giving both parties an opportunity to state their views clearly, ensuring that all facts are clear and understood.
9. When making a decision, the relevant person must when possible, seek a solution that is manageable by both parties and that accords with the best interests of Scouting. It is important that the person handling the grievance makes it clear the factors on which they have based their decision. Only after all reasonable efforts have been unsuccessful should the matter be referred to a higher ACT Scouting authority for determination.
10. When a grievance is referred to any Scouting manager, they should always be dealt with in a timely and confidential manner so as to allow everyone to refocus their attention on Scouting itself. A written record of the grievance and the agreed outcome should be provided to all parties. Any determination made at the level of Chief Commissioner requires a copy of all supporting documents to be provided and kept confidentially on an appropriate Branch file.

### Role of the Chief Commissioner

11. The final avenue of appeal against any decision is the Chief Commissioner. The Chief Commissioner may, at their discretion, refer any matter to an independent member or panel for further investigation, advice or recommendation prior to making a final decision.

### Child Protection Issues

12. This Policy applies to all members of Scouts ACT. All child protection issues are to be dealt with under the Branch Policy 10.10 - Child Protection.

### AUTHORITY

13. This policy was approved by the ACT Branch Executive Committee on 28 February 2013.