**HUMAN RESOURCES MANAGEMENT POLICIES**

**SECTION 1: COMPLAINTS & DISCIPLINARY POLICIES**

**POLICY 1: COMPLAINTS & GRIEVANCES**

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| **Policy Rationale** | This policy sets expectations, obligations and procedures for dealing with complaints and grievances |
| **Policy** | **Staff Complaints**  An employee who feels they have cause to appeal about an issue or decision that directly affects their employment shall address the appeal to the Chief Executive stating the action or decision complained of, the effect of that action on the complainant and the remedial action sought by the complainant.  The Chief Executive will reply within 10 working days to the employee. If the employee is represented by an employee representative, the appeal will be dealt with through the personal grievance procedures as outlined in the employee’s individual employment agreement, with reference to the Employment Relations Act 2000.  If it is not a personal grievance, the Chief Executive will adjudicate on the matter and reply to the employee within 10 working days. Should there be no resolution between the employee and the Chief Executive Officer, then the matter is referred to an independent advisor. This decision will be final.  If the employee is not satisfied with the outcomes of the independent advisor’s adjudication and, after due consideration, feels that his / her case warrants a further hearing, application can be made to the Employment Relations Service who will hear the grievance and make a recommendation to the Board. The Board’s decision will be final.  Please note: At all times the employee is entitled to have a support person present at any meeting relating to their complaint / grievance. This person is for support purposes and is not the employee representative as outlined above.  **Customer/Client Complaints**  Complaints from customers or clients regarding the services of Badminton NZ and actions of its staff are an important component of organisational and staff improvement and should be dealt with promptly. The outcomes of any remedial actions should be assessed against the organisation’s Risk Management and Quality Improvement processes.  Complaints Procedure: Should a complaint be received from a customer or client, whether written or verbal on any aspect on Badminton NZs performance the following procedures should be followed:   1. The staff member receiving the complaint should record as much detail in writing as possible and obtain the name and contact details of the complainant. 2. This information should be passed to the Office Manager immediately who will ensure all background information is gathered (depending on the nature and seriousness of the complaint). 3. All information is to be presented to the Chief Executive who will take immediate action. This action will be dependent on the seriousness of the complaint and may involve legal advice. In most circumstances the Chief Executive will respond personally to the complainant within 24 hours on receiving the complaint. 4. Remedial action as a result of the complaint should be documented and referred to the Office Manager for monitoring and ongoing assessment as part of a continuous improvement model. 5. If the complaint is of a substantial nature, or cannot be resolved with the client, the Chief Executive will seek independent advice, using an appropriate service agreed by both parties. |
| **Review Protocol** | Policy Owner:  Policy Reviewed By:  Date Reviewed:  Next Review Date: |