Grievance Resolution Process

Member or volunteer makes a complaint

STAGE 1: Verbal discussion
- Attempt to resolve informally at a local level
- Document discussion and send to DST Committee Grievance Officer to record in Grievance Resolution file

Complaint not resolved

Complaint resolved
- No further action needed

STAGE 2: In writing
- Formal complaint is made in writing to the DST Committee Grievance Officer
- DST CGO acknowledges receipt of the complaint within 5 working days
- DST CGO appoints independent Committee member to undertake investigation
- Investigation undertaken
- Decision/outcome confirmed in writing
- Inform complainant and defendant of right to appeal

Complainant or defendant not satisfied with outcome/decision

STAGE 3: Right to Appeal
- Complainant or defendant appeals within 20 working days of the decision/outcome to the DST President
- DST President investigates and responds to the appeal within 10 working days with the final decision

Note: At all stages of this procedure both the complainant and the defendant have the right to have a colleague or friend, not acting in a legal capacity, present if they wish

Grievance Report form

Down Syndrome Tasmania members, volunteers and staff have the right to express grievances, concerns and dissatisfaction about our programs or operations and to have grievances dealt with in an efficient, equitable and fair manner. Grievances are addressed using the Grievance Resolution Process. This Grievance form can be returned your local activity Coordinator, DST's Administrative officer (Debbie Kearns) or directly to DST's Grievance Officer (contact details on the DST website).

Date: ____ / ____ / ____   Person/s making report: _____

Person/s Involved:

_____

_____

_____

Date of incident: _____   Time of Incident: _____

Location of Incident: _____

Description of Incident:

_____

_____

_____

_____

_____

_____

_____

_____

Please attach extra pages if necessary

_____   _____   _____

Name (please print)   Signature   Date

Grievance Officer Use (Tick, initial and date)

□ Grievance Recorded	□ Action	□ Notification
□ Follow-up	□	
Comments		