

# Grievance Policy

## Introduction

The Neighbourhood Watch NT (NHWNT) grievance policy explains the proper process for members to report grievances. The policy outlines the process in which all matter of grievances must be dealt with to ensure that members have access to a fair grievance procedure.

In order to foster a supportive and inclusive environment we encourage members to report their grievances.

## Scope

This policy refers to all approved NHWNT members regardless of position or status.

## Policy elements

### Grievance definition

A grievance is a real or perceived cause for complaint and can be between individuals from the NHWNT Board of Management, NHWNT Employees, NHWNT Volunteers and NHWNT Members or any combination of these parties.

## Procedures

### Step 1

The aggrieved person is encouraged to explore the problem/situation with the person(s) involved; clearly outlining what he/she feels should be done to alleviate the situation in a calm, non-aggressive and non-confrontational manner.

### Step 2

If this is not an option for the aggrieved person, discuss the matter directly with the NHWNT Regional Coordinator or the NHWNT Office.

### Step 3

The parties involved will be asked to agree upon a best solution and comply with the identified solution.

### Step 4

In the event that an informal solution cannot be agreed upon by both parties, the aggrieved must submit a formal complaint in writing to the NHWNT Office, addressed to the NHWNT Board of Management.

If the grievance is in relation to a NHWNT employee or representative from the NHWNT Office, the complaint may be submitted directly to the Board of Management.

If the grievance involves a NHWNT Board of Management member this matter will be referred to a mediator agreed upon by both parties or by an employee from the Department administering the Act.

### Step 5

After receiving a formal grievance or complaint the Board of Management, at the next Board meeting, will discuss and decide upon the appropriate action, taking into account any expressed wishes from the aggrieved member.

The Board of Management will communicate the agreed upon steps and actions with the individual who raised the complaint or grievance in a timely manner.

All discussions regarding the complaint or grievance will remain confidential.

A formal grievance can be withdrawn at any time.

### More information

Please refer to the [NHWNT Constitution Part 8](#) for "*Grievance and Disputes Procedures*".