



May 2024

This procedure applies to:

- ✓ Committee
- ✓ Staff
- ✓ Students
- ✓ Volunteers
- ✓ Visitors

Grievance and Complaints Procedure

1.0 PURPOSE

This procedure outlines the obligations of all parties involved in the grievance and complaints process for Growing Cambodia Inc (GCI) and the procedures that should be followed when a grievance or complaint is reported. A grievance may be reported about GCI in Australia or about Growing Cambodia Organisation (GCO) in Cambodia. A reference to GC means GCI and/or GCO, as required.

2.0 SCOPE

This procedure applies to all members, volunteers and third parties engaged by GCI, including employees of GCO in Cambodia. A report may be made under this procedure about conduct or issues arising in a work environment which includes at GCI meetings, a GC school or work site, off site functions, within or outside of normal working hours, during visits to GC schools and at work-related functions. Work sites, for the purpose of this procedure, also include places where GC fundraising and GC volunteer activities takes place.

3.0 COMMITMENT

GCI is committed to ensuring that any grievances or complaints raised are dealt with promptly, fairly, and confidentially, and where no one is subject to victimisation for raising any grievance or complaint.

All persons involved at any stage of the grievance and complaints process will maintain confidentiality and confine any information and discussions of the grievance or complaint to the relevant Grievance Officer, to the maximum extent possible.

4.0 GRIEVANCES AND COMPLAINTS

Examples of workplace grievances that may be raised under this procedure include issues related to:

- Bullying and harassment (including sexual harassment, sex-based harassment and exposure to a hostile workplace on the ground of sex)
- Discrimination and vilification
- Work Health and Safety
- Work environment
- Relationships in the workplace
- Organisational changes impacting roles

Examples of complaints that may be raised under this procedure include issues related to:



- Dissatisfaction with school visits
- Dissatisfaction with volunteering activities

A report under this Procedure may be made to the Grievance and Complaints Officer, who will determine the appropriate process to address the report.

If a person does not feel comfortable raising the matter with the Grievance Officer, they may also make a report to any GCI Committee Member.

At the date of this procedure, the Grievance Officer is the GCI Secretary.

5.0 HANDLING OF GRIEVANCES AND COMPLAINTS

If you make a report under this procedure, we will deal with it in a manner which is appropriate to the seriousness and nature of the issues raised, following the below procedures.

5.1 INFORMAL PROCESS

When you are comfortable and feel safe to attempt to resolve the issue directly with the involved party, you are encouraged, in the first instance, to raise it directly with the person involved. This is to ensure the other person is aware that their behaviour is unwelcome, or you believe it is inappropriate. We appreciate that this will not always be appropriate or possible, and you or we may commence a more formal grievance process, as outlined below.

5.2 FORMAL PROCESS

When the reported behaviour or action is considered a serious breach of GC's codes of conduct, organisational policies or values, or where an informal process has been followed with no resolution, a more formal process is used. The formal process involves an investigation into the reported behaviour.

As part of the formal process, we will ask you to put your report in writing outlining the behaviour/incident/dissatisfaction. It helps if you detail some specific examples to assist in the investigation process. We can assist you in putting your report in writing if need be.

Once your written report has been received, we will try to respond as soon as practicable, with information and our recommendation on further action. An external party may be engaged to conduct the investigation, where required or if deemed appropriate.

Following the investigation process, we will make a factual finding on the reported conduct and determine whether a breach of GC's code/policy/values has occurred. If it is found that a breach has occurred, an appropriate course of action will be planned.

We will inform relevant parties of the investigation outcomes and subsequent actions. If you are not satisfied with the delivered outcomes, you may escalate the matter to the GCI Chair, alternative Committee Member or an external party (refer below).

In some circumstances, the person conducting the behaviour may be subject to interim disciplinary processes during an investigation into the reported behaviour, including the person being asked to refrain from GC activities while the investigation is being finalised.

5.3 EXTERNAL OPTIONS

In the event a person does not feel comfortable raising a report with GCI using this procedure, they can seek independent legal advice or raise the complaint with the applicable statutory bodies such as the Australian



Human Rights and Equal Opportunity Commission or the relevant Australian State body tasked with equal employment matters or the Australian Charities & Not for Profits Commission. GCI also has an obligation to report matters involving criminal conduct to the relevant authorities.

5.4 POTENTIAL OUTCOMES

If, following an investigation, a report is substantiated, disciplinary action may be taken against individuals.

Some possible outcomes after a grievance or complaint is raised may include:

- An apology
- An inquiry or investigation into the grievance
- A facilitated discussion
- A commitment to improvement going forward
- An agreed form of contact between the parties
- Counselling support and/or
- Disciplinary action including termination of the relevant engagement or relationship with GC.

6.0 GRIEVANCE AND COMPLAINTS OFFICER RESPONSIBILITIES

The Grievance and Complaints Officer reports to the GCI Committee and will:

- Consider and, where appropriate, conduct informal/formal investigations into any matter reported under this procedure in a fair and impartial manner,
- Give an opportunity to be heard, where reasonably practicable and appropriate, to all relevant parties.
- Facilitate mediation or counselling where appropriate,
- For formal investigations, engage an external investigator where required.
- Make recommendations to facilitate the prompt resolution of all substantiated reports under this Procedure.

Document control information

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