## APPENDIX 2: GRIEVANCE POLICY

The purpose of this policy is to provide a framework for dealing with participant grievances in a timely and confidential manner. MEA aims to foster good relations and continually improve its programs and services.

Individuals who have a major concern relating to the Program, a conflict of interest, the mentor/mentee they have been paired with or MEA staff, the participant should first contact the program coordinator from the MEA team who will refer the matter to the MEA CEO.

If the grievance is not able to be resolved informally with the parties and the MEA CEO, the grievance will be heard by the MEA Board of Directors during the next scheduled board meeting to adjudicate the issue. Individuals will also have the opportunity to formally present their grievance in the presence of their own witness. The Board of Directors’ decision will be final; however, the complainant’s rights under consumer protection legislation will remain.

The complaint will be formally recorded, and the complainant will be notified in writing of the outcome and the reasons for the decision.

MEA may compensate the individual in one of a number of ways:

* offer an opportunity (if available) of a different mentor/mentee
* offer an opportunity to participate in the next program

Where there are significant concerns about the program outcomes, MEA may decide to review the curriculum documents and/or learning materials as part of the ongoing evaluation process to ensure that they meet the learners’ needs.

Where there is a complaint about a MEA employee, the relevant manager of the complaint will be advised, and the issue will be dealt with under the terms of the employee’s Performance Agreement.

**Step 1** Contact MEA team. p: (02) 9929 5400 e: [cwatson@mea.org.au](mailto:cwatson@mea.org.au)

**Step 2** Complete the Confidential Grievance Form details, and forward to MEA by email to [cwatson@mea.org.au](mailto:cwatson@mea.org.au)

CONFIDENTIAL  
**GRIEVANCE FORM**

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| NAME:………………………………………………………………………………………………………………………………………………………….. |
| CONTACT DETAILS:  Phone:…………………………………………………………Email:………………………………………………………………………………………. |
| Name of Mentor/Mentee…………………………………………………………………………………………………………………………….. |
| Details of Grievance  Please give a brief outline of the details as suggested by the following headings  What took place, who was involved? |
| Any other observations you may consider relevant |
| Details of Conflict of Interest |

Signed

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Date

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All matters concerning complaints will be dealt with in a confidential and impartial manner.