Grievance Policy and Procedure

This policy outlines the grievance policy and process at Indigenous Community Television Limited.

Purpose of policy

To establish a clear and fair internal process for dealing with grievances that arise within the Organisation.

Scope

This policy applies to Board Members, members, staff, audience, contributors, volunteers and consultants of ICTV and staff of other organisations if this policy is referred to in an agreement with ICTV.

Objective

That grievances are resolved whenever possible in a prompt and transparent manner through a procedure that is clear, fair, and confidential.

Policy statement

ICTV is committed to maintaining a positive environment internally and externally and will not tolerate bullying and/or harassment of any kind.

Policy

Grievances are concerns or complaints about unfair treatment, harassment, vilification and/or bullying that occur within the ICTV operating spaces including workplaces, television service, video on demand websites, social media, board meetings, meeting with other organisations and ICTV spaces at other events such as the Remote Media Festival.

ICTV Board Members, members, staff, audience, contributors, volunteers and consultants can report any grievances to the General Manager, unless the grievance is related to the General Manager, in which case it should be referred to the Operations Manager. ICTV will work towards resolution of grievances wherever possible by following the Grievance Procedure and according to the following principles:

- Grievances shall be handled within an appropriate time frame and will be treated sensitively and impartially, having due regard to procedural fairness.
- Resolution of the grievance shall be handled internally, when possible, unless it is serious, unlawful or not practical.
- It is expected that all parties involved will approach proceedings with a desire to resolve the grievance co-operatively and in good faith.
- Individuals shall not victimise or harass other parties involved in the matter.
- Confidentiality shall be strictly observed by all participants and at all stages of the grievance procedure.
- Complainants and respondents will be informed of the outcomes.

ICTV grievance procedure

Complaints should be submitted to the ICTV General Manager in writing, including email. The process will be as follows:

1. The General Manager will interview the employee lodging the complaint. The employee is permitted to bring a support person to the interview. The General Manager may appoint an Investigating Officer depending on the nature of the complaint.
2. The Investigating Officer will meet with the person who has had a complaint lodged against them and a written summary of the complaint will be given to that person. They will be provided with an opportunity to respond in another interview with the investigating officer.
3. During this time statements from witnesses and other relevant evidence may be obtained.
4. The investigating officer will make a recommendation to the General Manager and as to whether the complaint has substance based on the available evidence. This is done in a report documenting the investigation process, the evidence, the findings, and a recommended outcome.
5. The General Manager is required to document what action has been taken to resolve the issue within 5 business days. This will be recorded and the complainant notified on the action taken.
    - Management may act on the recommendation given by the Investigating Officer or after due consideration, decide on an alternative course of action.
    - Follow up of the matter will be conducted within two to four weeks, depending on the severity of the matter.
    - Where the review reveals the complaint has not been rectified, the matter will be escalated to the appropriate authority.
    - The complainant may withdraw the complaint. However, as ICTV has a legal obligation to maintain a harassment free workplace, ICTV will, at its discretion, further investigate the complaint to determine if there is a risk to the health and well-being of its staff.
    - If the complaint is substantiated, the possible outcomes can range from an apology, counseling of the person against whom a complaint is found, to disciplinary action, which can range from transfer to an alternative position, a written warning, PIP goal plan and a first and final warning, to termination of employment.
    - If the complaint is found to be unsubstantiated, no further action will be taken unless it is found that the complaint was made vexatiously or was knowingly false, in which case disciplinary action may be taken against the complainant.
    - At the conclusion of the process, the General Manager will follow up with the parties to ensure the offending behaviour has stopped and that neither party has been victimised.

Grievance involving the General Manager

Where the grievance relates to the General Manager, complaints should be submitted to the ICTV Operations Manager in writing, including email. The process will be as follows:

1. The Operations Manager will interview the employee lodging the complaint.
2. Statements from witnesses and other relevant evidence may be obtained.
3. The Operations Manager will provide a written summary of the complaint to the Chair of the ICTV Board.
6. The Chair of the ICTV Board will follow processes outlined above. This may require the provision of a written summary of the complaint to the General Manager who will be provided with an opportunity to respond in an interview with the Chair. Given the inherent power imbalance involved in these situations, it is imperative that all parties manage this situation with the utmost sensitivity and confidentiality.

Other options

The complainant has the right to make a complaint to NT Worksafe, Fair Work Commission, or the Human Rights and Equal Opportunity Commission if they feel that the matter has not been handled in accordance with this policy or feel that the company has been unjustly bias.