
CHILD SAFETY/INCIDENT GRIEVANCE PROCEDURE

How can you lodge a child safety or child-safe incident grievance?

If you wish to lodge a grievance about Eastern Community Legal Centre's (ECLC) leadership in the area of child safety or management of child safe incidents, then you can do this by following the steps in ECLC's Enterprise Agreement 2013-16 (appendix A-Grievance Procedure) or the Volunteer Grievance Procedure.

You can handle a grievance by:

1. Informally discussing the matter with the person involved.
2. Requesting a meeting with ECLC's CEO and notifying ECLC's CEO in writing about your grievance.
3. By referring the grievance to an independent mediator to mediate between the two parties.
4. Getting formal resolution of your grievance by ECLC's CEO.
5. Referring your grievance to a relevant union or outside body.

Steps 1-2 should be completed within seven working days of the grievance arising.

Step 3 should be completed within one month of your grievance being formally referred to ECLC's CEO.

Staff and volunteers are entitled to get help from a Union or any other person at any stage of the grievance process.

Who can you contact for more information?

You can email eclc@eclc.org.au or talk with ECLC's Director of People and Shared Services on phone (03) 9285 4822.