



Dispute, Grievance and Harassment Policy and Procedure

National Railway Museum

PREPARED BY:

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Date

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APPROVED BY & EFFECTIVE ON DATE OF SIGNATURE BELOW:

Chairman

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Objective:

To ensure that any dispute, grievance or harassment (DGH) matter is dealt with in a prompt and equitable manner.

Policy Statement:

- The NRM is committed to the early resolution of disputes, grievances and harassment matters. All Board Members, staff, members and volunteers should be aware of DGH policy and will form part of the induction for new employees and volunteers. The procedure for lodging a DGH will be displayed in all volunteer notice folders, and will form part of the induction for new employees and volunteers.
- DGH will be dealt with promptly and systematically. Each DGH matter will be documented in the DGH register and in the complainants personnel file.

Responsibility:

- Relevant Volunteer/s (RV)
- Duty Manager (DM)
- Operations Manager (OM)
- Board Member (BM)



DISPUTE, GRIEVANCE AND HARASSMENT POLICY AND PROCEDURE

Procedure:

STEP 1

A RV or OM or DM attempts to resolve the matter with the personnel concerned. An entry will be made in the DGH register and a note of the matter recorded on the relevant personnel files. If this is not successful go to step 2.

STEP 2

The matter will be referred to a BM who will endeavour to resolve it. An update will be made to the DGH register and personnel files.

STEP 3

If a grievance is unable to be resolved informally the BM takes the complaint with all documentation to the next Board Meeting to resolve the issue. The Board will then decide on the final actions that will be taken.

Bullying in the Workplace:

Bullying at the National Railway Museum will not be tolerated. Staff and volunteers must respect each other's rights to a safe and friendly environment. Should a bullying issue occur, the following procedure is recommended.

What you should do:

1. Identify the bully or bullies
Make sure you know exactly who is doing the bullying. Is there a ringleader? Who has the power?
2. Keep records
Keep a diary of bullying incidents, when and where it happened, who was responsible and how you felt
3. Talk about it
Discuss the problem with other volunteers, staff or Board Members.
4. Do not retaliate
Don't become a bully yourself or use physical violence - you may be seen as no better than the bullies themselves
5. Stay where you are
Don't resign or leave the museum- this would be letting the bully win
6. Make a formal complaint
A formal complaint should be in writing and you need to keep a copy. Make sure your complaint shows a consistent pattern of mistreatment and that you use the correct procedure (get help if you are not sure).

Documents relating to this procedure:

- Form Number **NRM86.5.2005** **Dispute, Grievance and Harassment Reporting form**