Prahran Place Ltd – Grievance and Complaints Policy

Effective date: 19 July 2026
Approved by: Board of Prahran Place Ltd
Responsible Executive: Principle Executive Officer
Next Review Date: 19 July 2028

1. Purpose

Prahran Place Ltd is committed to a safe, respectful, inclusive supportive environment. where concerns, grievances and complaints can be raised without fear of victimisation, retaliation or disadvantage.
We encourage concerns to be raised early and resolved fairly, quickly and at the lowest appropriate level.

2. Scope

This policy applies to;

- All employees, volunteers, student placements, facilitators, contractors, consultants and board members.

It applies whenever and wherever staff members are at work, even if this work is undertaken outside ordinary business hours or away from our offices. This includes:

- Off-site training days;
- Social and sporting events;
- Team celebrations;
- Working from home;
- Stakeholder engagements, events and conferences.

3. Guiding Principles

- All complaints are taken seriously
- People are treated with respect and fairness
- If practical any concerns or issues should be raised when they occur
- Issues are resolved as quickly as possible
- No one is disadvantaged for raising a concern
- Natural justice applies

4. Definition

- **Complaint:** Can be casual, verbal, or written. Often addressed quickly on the spot.
- **Grievance:** Formal and structured. Usually submitted in writing, logged into a system, and requires a formal trail of meetings and evidence

5. Raising a Grievance or Complaint

- In the first instance, we encourage people to raise their concerns directly with the person they have issues with. If unresolved then they can follow the escalation process as outlined in the flow chart.
- All grievance should be raised with staff member or relevant a tutor (verbally or by email).
- Prahran Place may determine to follow an informal process, or to follow a formal process depending on the nature of concerns and circumstances.
- If unresolved, escalate to Senior Management: **execofficer@prahranplace.org.au**
- If still unresolved, escalate to the Board (Secretary and Chair): **InConfidence@prahranplace.org.au**

Serious concerns email the secretary and Chair of Prahran Place Board
InConfidence@prahranplace.org.au
These are, but are not limited to:

- Sexual harassment
- Bullying
- Fraudulent activities/ behaviour
- Child safety breaches
- Health and Safety breaches

6. Timeframes

- Acknowledgement must be received within 5 working days
- Resolution where possible within 20 working days; complex issues will require a longer timeframe

7. Confidentiality and Records

- Complaints will be handled confidentially with information only being shared as needed to resolve the issue. Records of formal complaints will be kept securely and used to improve services.

8. Support

A person making or responding to a complaint may bring a support person to meetings.

9. External Options

If a complaint or grievance is not resolved within a reasonable timeframe, individuals may seek external advice or contact relevant authorities or funding bodies.

10. Training and Awareness

All personnel will receive:

- Induction training on Grievance and Complaints policy.
- Guidance on recognising and responding to grievance and complaints

11. Policy Review

This policy will be:

- Reviewed every two years (or earlier if required by legislative or regulatory changes)
- Supported by analysis of incidents, complaints, and risks.

