

---

# Grievance Policy

## Volunteers

### Document control

Managed by	Responsible position	Contact person
Community Engagement	Volunteers Manager	Ruby Nelson-Will
Version	Version date	Status
1.0	November 2022	Approved by People and Culture
1.1	August 2023	Approved by People and Culture
Approved by	Date approved	Next review date
People and Culture	August 2023	August 2024

## Grievance Policy

Volunteers have the right to raise a grievance about any matter arising out of the volunteer relationship.

According to this policy, a volunteer will raise the grievance in the first instance with their immediate supervisor, or if that is not appropriate, the Beyond Blue Volunteers Manager. The volunteer and the immediate supervisor or the Volunteers Manager will work together in good faith to consider options available to resolve the matter informally at a local level.

If the matter cannot be resolved at this level, the volunteer may raise the matter formally with Beyond Blue's People and Culture team via [peopleculture@beyondblue.org.au](mailto:peopleculture@beyondblue.org.au). The volunteer and the Head of People and Culture will work in good faith to resolve the matter.

A grievance and any associated records will be treated as strictly confidential and will be kept separate to volunteer records.