

# Adult Complaint / Incident / Performance Process



## **Rationale**

To provide clarity to members around how complaints, incidents and performance concerns related to adults are managed to ensure the process is transparent and fair.

## **Purpose**

To establish a process for the management of complaints, incidents and performance matters relating to volunteers.

## **Guidelines**

- The procedure for responding to an adult complaint, incident or performance matter is set out in the Appendix A Flowchart.
- A performance issue can include, but is not limited to:
  - Concerns that an adult is not meeting the requirements of their role as set out in the role description.
  - The adult has conducted themselves in a way which brought or could bring GirlGuiding New Zealand into disrepute.
  - The adult has potentially breached GirlGuiding New Zealand rules or policies.
  - The adult has not made reasonable efforts to achieve the standards agreed by that person at the time of her/his appointment and has refused or failed to attend or respond to counselling or training.
  - The adult has been convicted by any court in New Zealand or overseas of any offence punishable by imprisonment of a term of six months or more, and which, was not known to GirlGuiding New Zealand at the time the appointment was made or occurs while in role.
  - The adult has refused to consent to a police check/renewal being performed.
- GirlGuiding New Zealand can set a timeframe for leader compliance with organisational requirements (for example training attendance, police checks/renewals, submission of financial receipts/information etc). Leaders should be given a reasonable time to respond to any request. A reasonable time would normally be 30 days. Following non-compliance with the original request and two further reminders the issue can be considered a performance issue.
- It is anticipated a matter relating to a local, regional or area adult falling under this process will be led by the Area Manager in consultation with either:
  - Regional Hub Co-ordinator
  - National Area Adviser
- Where suspension of an adult at a local, regional or area level is the appropriate action the following positions can undertake this action:
  - Girl Experience Manager – Classic Programme in consultation with National Area Adviser
- If a complaint, incident or performance matter is raised regarding a national volunteer in relation to their National Adviser role the Girl Experience Manager - Classic Programme in consultation with the Board Chair or her nominee will undertake this process.
- If a complaint, incident or performance matter is raised regarding a National Board or National Committee volunteer, in relation to their national role, the Human Resources Committee will appoint someone to undertake the process set

out in the Appendix A Flowchart.

- The Board Chair, Chief Executive, or Head of Girl Experience can also appoint someone to undertake the process set out in the Appendix A Flowchart, action a suspension or become involved at any stage of the process.
- The Board Chair, on receipt of a report, makes a decision on the withdrawal of an appointment and informs the relevant parties of the decision.
- Where a complaint has been made, a summary of the complaint is to be given to the volunteer. They are not to be given a copy of the complaint or told who made the complaint.
- An adult who has had an appointment suspended or withdrawn may not participate in any activity connected with GirlGuiding New Zealand nor wear uniform or badges. A reappointment can only occur with the approval of the Board Chair.
- A leader who has had an appointment withdrawn has the right of appeal to the National Board. The appeal must be received in writing within one month of receiving the Board Chair's decision. The scope of the National Board's review of an appeal is limited to ensuring that the Complaint / Incident / Performance process was followed. The National Board's decision is final and binding on all parties.
- The privacy of the individual must be respected at all times. This includes limiting those involved in the review to the minimum needed to undertake the process and providing support to those involved in the process.

### **Conclusion**

The suspension or withdrawal of the appointment of an adult is a serious matter and should only be done after careful deliberation.

*Approved date: June 2019*

*Approved by: GirlGuiding New Zealand National Board*

*Effective from date: July 2019*

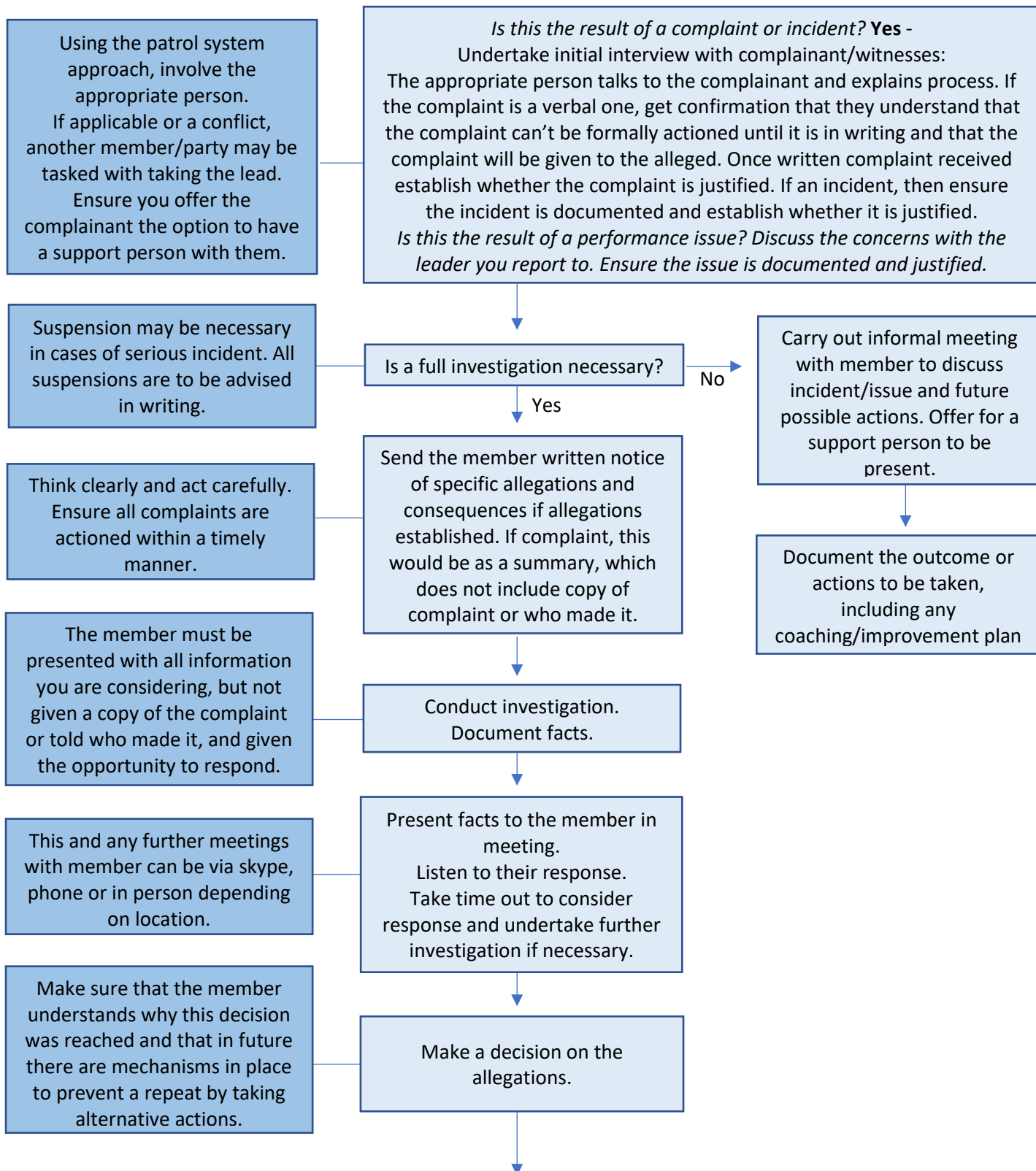
*Review date: February 2021*

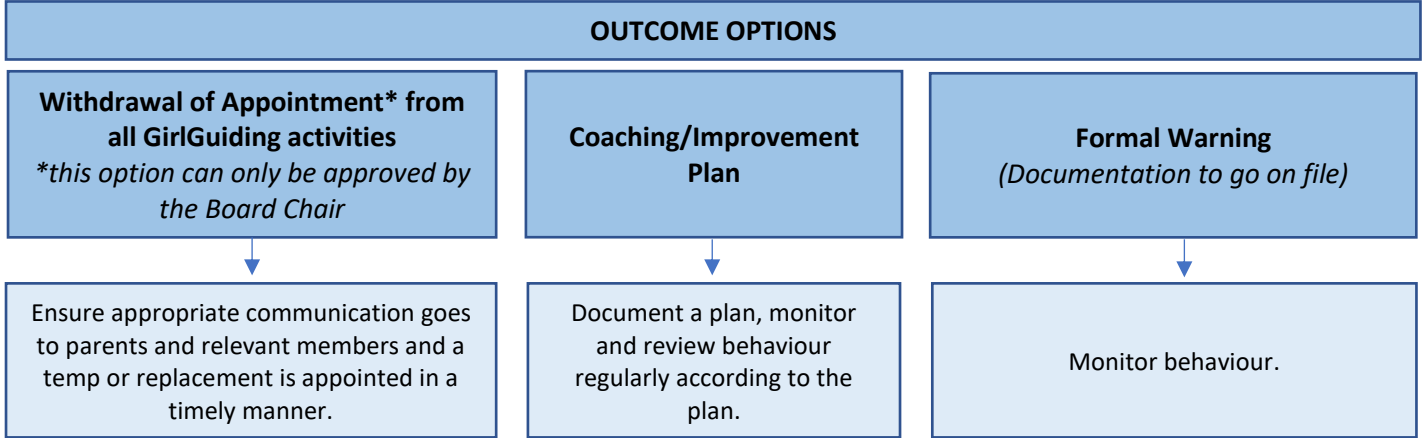
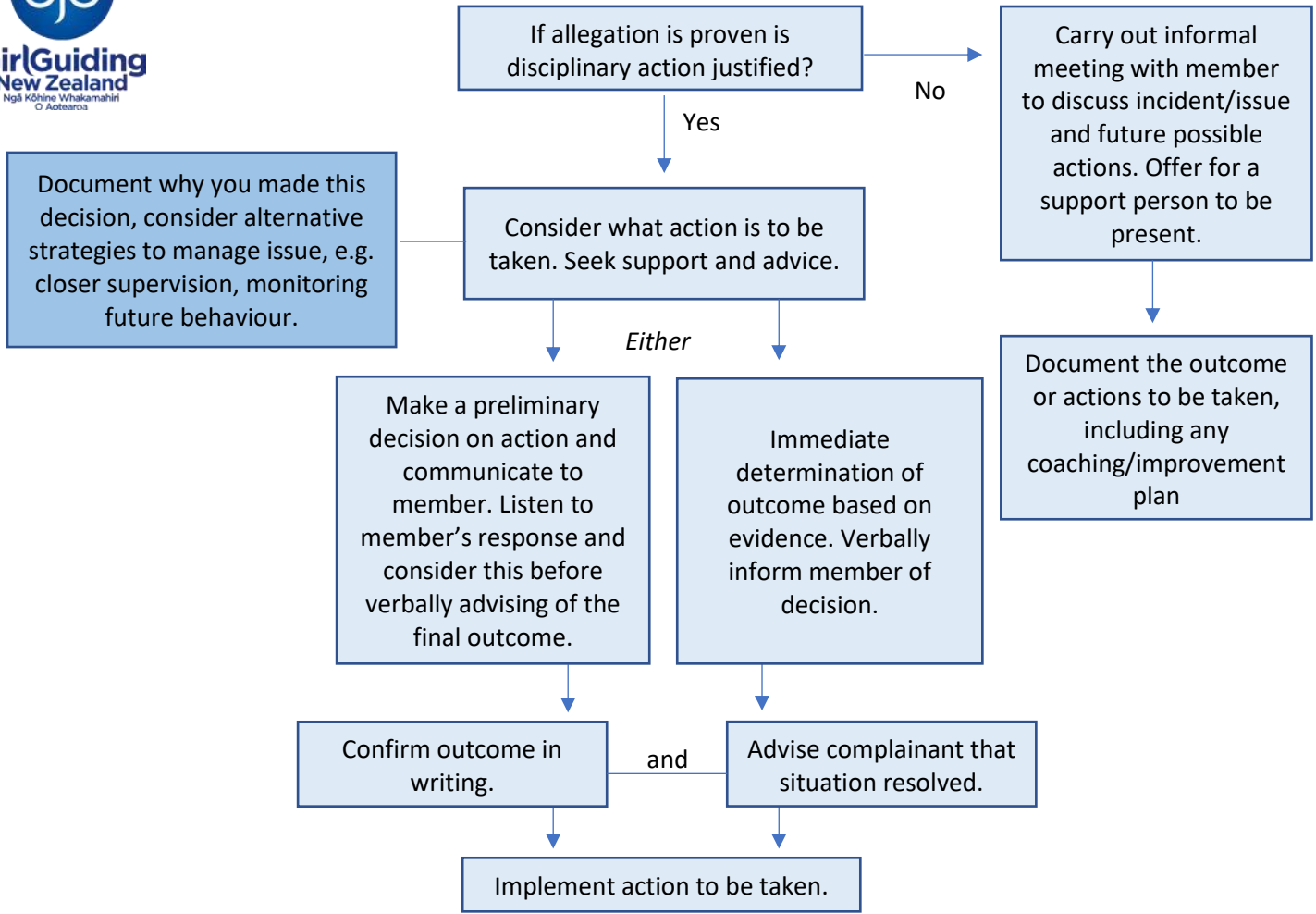
*Policy Owner: Board Chair*

# GIRLGUIDING NZ PROCESS FLOWCHART

For dealing with complaints, incidents and performance issues (including non-compliance) relating to adult members

**Incident** occurs → **Complaint** received → **Performance issue** identified (through incident, non-compliance or annual review process)





- Checklist to ensure you are treating the member fairly:**
- Put the allegations in writing if appropriate
  - Notify the member of their option to be supported
  - Notify the member of the potential consequences if the allegation/s are substantiated
  - Give the member adequate time to consider the allegations before meeting with them
  - Put all the information to the member that you will be relying on to make your decision
  - Give the member the opportunity to respond to your allegations
  - Do not predetermine the outcome of any investigation
  - Conduct further investigations if necessary and put any new information to the member to comment on
  - Consider all information and reach a conclusion on whether the allegation/s are substantiated
  - If the allegations are substantiated make a preliminary decision on what action is to be taken
  - Put the proposed outcome to the member and provide them with the opportunity to comment
  - Consider the member's comments and decide on the final outcome
  - Notify the member of the final outcome
- N.B. The Board Chair, Chief Executive, Head of Girl Experience or an appointed GirlGuiding New Zealand's HR Consultant may become involved at any state of this process.