



Grievance Procedures

Overview:

From time to time disputes / issues can arise between members or between members and the Club or there may be a perceived breach of the Code of Conduct by a member. As such, it is appropriate that a grievance procedure is established so that all disputes / issues can be sought to be resolved, in a timely fashion, to the satisfaction of the members and the Club. All members have a responsibility to participate in reasonable actions to resolve disputes / issues.

Procedure:

In the first instance, the dispute / issue should be sought to be resolved between the parties concerned. If that process fails or the Code of Conduct is perceived to have been breached by a member, then the dispute / complaint should be put in writing to the President of the Club or to the Vice President or to a Committee member as appropriate. The written complaint should provide details about the dispute / issue including time(s) / date(s) and location(s); an indication as to the type of dispute / issue, being informal or formal; and the outcome sought.

Definitions:

Informal complaint: Typically, no mediation / disciplinary action is required – the complainant(s) simply want(s) their issue to be heard.

Formal complaint: The complainant(s) want the dispute / issue resolved formally.

The President (or Vice President or Committee member) will determine if the dispute / issue is informal or formal.

- If the issue is informal, the matter will be placed on the agenda for the next Committee meeting. The complainant(s) may be called to attend the Committee meeting and present their case. The Committee will review the written complaint and, if presented, the oral case. The Committee will determine any outcome, if needed.
- If the dispute / issue is formal, the President (or Vice President or Committee member) will provide the documents for review, on a confidential basis, to the Committee members not involved in the dispute / issue. The Committee members will review all written documents and decide if the matter is to be resolved by the Committee; or if it is to be resolved by a subcommittee of the Committee; or if mediation is needed.
If the matter is to be determined by the Committee or a subcommittee, the President (or Vice President or Committee member) will determine when the dispute / issue will be reviewed. A reported perceived breach of the Code of Conduct by a member must have the matter reviewed and determined by the Committee or a subcommittee as soon as is practical.

Resolution by Committee:

At the Committee or subcommittee meeting to resolve the dispute / issue, all parties to the dispute / issue must be given a full and fair opportunity to state their respective cases in writing and must be offered an opportunity to attend the meeting and present their case. The Committee will take

into consideration both written and oral cases and if needed, seek additional information. When all information has been reviewed, the Committee or subcommittee will determine the outcome of the dispute / issue. The need for confidentiality of the details of parties involved or the matter itself, including in the minutes of the meeting, will be determined by the Committee.

The Committee or subcommittee must inform the parties to the dispute / issue of the decision and the reasons for the decision within 7 days after the Committee or subcommittee meeting.

If any party to the dispute / issue is dissatisfied with the decision of the Committee or subcommittee, they may elect to initiate mediation.

Mediation:

Where a person is dissatisfied with a decision made by the Committee or where a dispute / issue is determined by the Committee to be resolved by mediation, the following procedures will apply.

Appointment of mediator(s).

- At the next meeting, the Committee will review potential Club members to be the mediator(s). The mediator must be independent to the dispute / issue and cannot be a member who is a party to the dispute. The potential mediator(s) must agree to the mediation role.
- The name(s) of the mediator(s) and the reasons for selections will be put to all the parties of the dispute / issue. If agreement is achieved by all parties, the mediator(s) will be appointed.
- If agreement is not achieved by all parties, an alternative mediator(s) will be sought.
- If a party to the dispute / issue seeks a mediator external to the Club, that party must pay all costs of the mediation.

Mediation process:

- A time, date and place of mediation will be mutually agreed by all parties, including the mediator.
- The parties to the dispute / issue must, in good faith, attempt to settle the dispute / issue by mediation.
- The parties are to exchange written statements of the dispute / issue that are in dispute between them and supply copies to the mediator at least 7 days before the mediation session.
- The mediator(s), in conducting the mediation, must:
 - give the parties to the mediation process every opportunity to be heard; *and*
 - allow all parties to consider any written statement submitted by any party; *and*
 - ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
- The mediator(s) must not determine the dispute / issue outcome, it is the parties who mutually determine the outcome.
- The mediation process and discussions must be confidential, however the Committee must be informed of the outcome.

Lack of Resolution:

If a dispute cannot be resolved under the procedures set out above, the Committee must be notified. The Committee will determine any impact on the Club of an unresolved dispute / issue and take appropriate actions within the Constitution or By-Laws of the Club to mitigate any risk to the Club.