

GRIEVANCE HANDLING POLICY

Objective

The Coolum Beach SLSC (Club) has established this Policy to ensure that all member grievances are handled effectively and efficiently, that members have access to a transparent and objective process to have their grievances dealt with and that all members are treated fairly and equitably.

Policy Statement

The Club will ensure that all members' grievances are dealt with fairly and through an open and transparent process. It is expected that, in the normal course of events, most matters can be dealt with by reasonable people acting reasonably and that recourse to a formal grievance is reserved for matters where a member or members has exhausted the normal conciliatory and negotiation processes.

Scope

This policy is to be read in conjunction with SLSA Grievance Handling Procedures (6.06) and the Clubs Constitution and By-laws. To the extent that there are any inconsistencies the SLSA Grievance Handling Procedure and the Clubs Constitution and By-laws will prevail.

Specifically this Policy is not intended to outline the Clubs procedures in relation to member disciplinary actions. To the extent that a grievance may result in a disciplinary outcome, such disciplinary action will be dealt with in accordance with the procedures outlined in the Clubs Constitution and By-laws.

Grievance Definition

For the purposes of this policy a grievance is defined as a situation where a member has a problem, concern or complaint. The grievance can include;

1. an administrative decision that the member feels is unfair or unreasonable,
2. the conduct of a member that is unfair and affects the aggrieved member, or
3. the behaviour of a member that amounts to harassment of the aggrieved.

The grievance can be about a person, environment or part of the organisation and may relate to harassment, discrimination, treatment or disagreement.

Grievances can include inter alia actions which the member perceives to be offensive, unfair, bullying, harassment, isolation or victimisation.

Grievances and grievance processes are different to disciplinary actions and, as such, are managed differently to a disciplinary action.

Grievance Handler

The Club will formally appoint two Grievance Handlers at the start of each season. Expressions of interest from interested members will be sought prior to the Annual General Meeting.

The Management Committee will review the nominations received and endorse the Grievance Handlers for the season. Should no nominations be received the Management Committee may seek nominations from external parties. Training will be provided to the appointed Grievance Handlers.

The name of the appointed Grievance Handlers will be made available to all members and communicated through the standard communication methods including website and member newsletters.

Member Grievances

As a general principle it is expected the any member with a grievance would first seek to resolve their grievance through discussion and consultation with the member or entity that they have the grievance about.

Members wishing to lodge a formal grievance should do so by either lodging a grievance in writing to secretary@coolumsurfclub.com.au.

All grievances will be submitted using the Grievance Template (attached), marked as confidential and will be only viewed by the Grievance Handler once forwarded by the secretary.

Grievance Procedure

The Grievance Handler will be required to declare if they believe they are conflicted on a specific grievance. If this is the case the Management Committee will appoint an alternate Grievance Handler for that particular grievance.

The Grievance Handler will review the grievance based on the information submitted. If they believe there is further information required to enable them to properly consider the grievance they will follow up with the member who has raised the grievance.

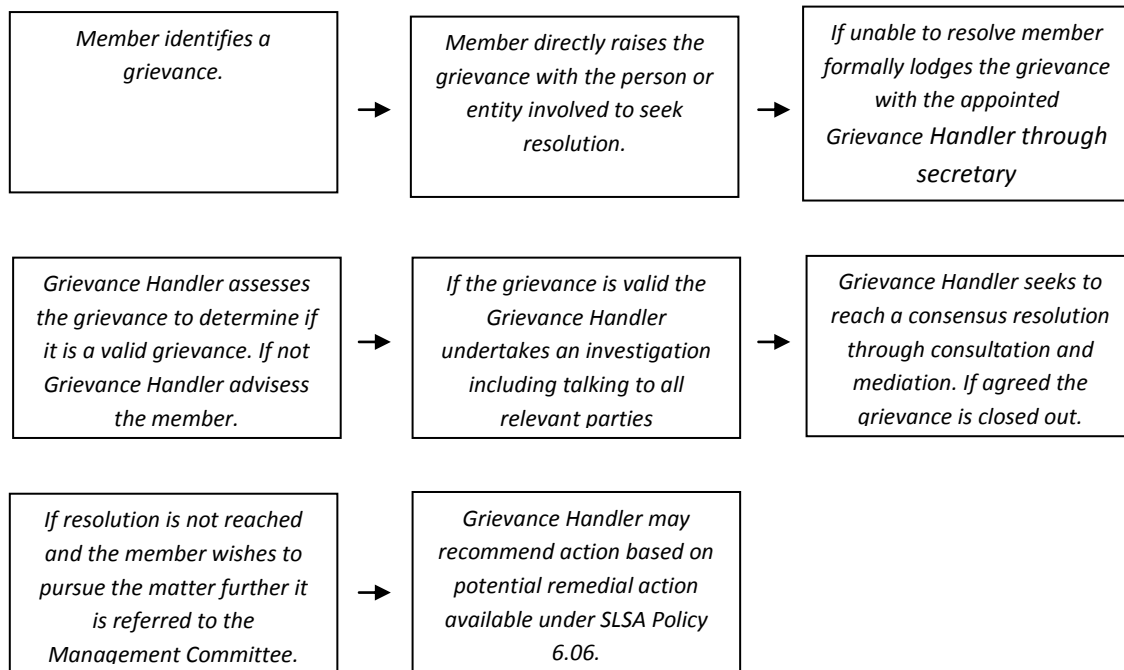
If Grievance Handler does not believe that the issue raised by the member is a valid grievance they will advise the member of their decision and their reasons. The member may appeal to the Management Committee if they disagree.

If the Grievance Handler believes that the grievance is bona fide and warrants further investigation the Grievance Handler will run the investigation and undertake such investigation that they deem to be reasonable under the circumstances.

Having completed the investigation the Grievance Handler will seek to reach a resolution with the member or members involved and close the grievance out if the members involved agree to the outcomes. If a member is not in agreement with the proposed resolution the member may appeal to the Management Committee.

The Grievance Handler is not authorised to undertake or approve any disciplinary action. If a member disciplinary action is potentially an outcome the Grievance Handler will refer that matter to the Management Committee for consideration.

The flow chart below summarises the grievance steps to be taken ;



Communications

The Grievance Handler will provide a monthly report on all current and closed grievances to the Management Committee.

All grievances are to remain confidential between the member or members involved and the Grievance Handler.