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| --- | --- | --- |
| Insert Club/event name | Approval Date:  |  |
| Review Date: |  |
| Version No: |  |
| **President:** | Sign: | Name |
| **Vice-President:** | Sign: | Name |

PURPOSE

To ensure that grievances / complaints raised by members (including members of the Committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

POLICY

It is recognised that people associated with the Club and/or event will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships.

The Insert Name of Club/Event Committee…. believes that:

* People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect.
* The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing.
* A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result.
* Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution.

PROCEDURES

On receiving notice of a dispute or complaint the Committee should work through a consistent and transparent process of mediation or resolution.

In the case of disputes between members or between a volunteer and the organisation, the Committee should firstly refer to their constitutional rules. Where a club has adopted the Model Rules for Incorporated Bodies, the mediation process is clearly spelt out. This can act as a guide for organisations where the Model Rules have not been adopted.

With regards to receiving notice of a complaint, the Committee should also have a clear and documented procedure for handling this. Complaints are inevitable, it is the way in which they are handled that will often determine whether a grievance escalates or is resolved.

**Steps to Making a Complaint / Achieving Resolution**

* If you are comfortable to, speak to the person you are having the issue with and discuss with them their behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions.
* Speak to a Volunteer Committee Member for advice on possible solutions and/or intervention.
* Make a formal complaint in writing to the Committee.
* Seek independent arbitration if a suitable resolution cannot be reached.
* Refer the complaint to the Equal Opportunities Commission, the Industrial Relations Commission or relevant body.

**Seeking Resolution**

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

**Formal Complaint Procedure**

A person who chooses to make their grievance or complaint formal must do so in writing to the Committee.

**SAMPLE ONLY – Clubs should refer to the Rules set out in their Constitution when developing Grievance Resolution Procedures**

* Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns the President) for discussion and recording
* Contact will be made with the complainant within 7 days of the receipt of the complaint
* If another party is involved they will be fully informed of the full details of what is being said and a meeting will be established between the parties with a selected mediator
* If the grievance is substantiated and unresolved the matter will be referred to the next Committee Meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the parties concerned
* The complainant and respondent will be informed of a decision in writing

* If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.
* If the grievance remains unresolved, the matter should be referred to the relevant body / Commission dependent on the nature of the complaint.
* The complainant may seek the assistance of an agent throughout this process.

For more information, visit:

<http://www.clubhelp.org.au/governance/conflict-management#disputes>

[www.ourcommunity.com.au](http://www.ourcommunity.com.au/)
[Disputes Settlement Centre of Victoria](http://www.disputes.vic.gov.au/contact-us)

*Adapted from:* [*www.clubhelp.org.au*](http://www.clubhelp.org.au)

Sample Grievance / Complaints Record

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| How were details of the grievance or complaint received? **Please tick √** | Phone | VerbalMCj04316440000[1] | EmailMCj04247680000[1] | FacsimileMCj04339060000[1] | Letter |

Who made the complaint?

|  |  |
| --- | --- |
| Name: |  |
| Address: |  |
| Email: |  | Tel: | Mobile: |

Account of the complaint:

|  |
| --- |
| What was the issue? Did it involve another party or parties? If so, who? What happened, when – any details… |
|  |
|  |
|  |

Complaint Received By:

|  |  |
| --- | --- |
| Name: |  |
| Position: |  |
| Date and time complaint received: |  |

|  |  |
| --- | --- |
| Complaint referred to: E.g. Committee, Mediator | Date: |

|  |  |
| --- | --- |
| Complainant contacted: Other parties contacted: | Date:Date: |

|  |
| --- |
| Details of the process of investigation and any discussions. What was learnt that contributed to decision-making |
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| --- |
| Assessment of scope, severity and potential impact of the grievance or complaint. |
|  |

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| --- |
| Details of decisions made and proposed actions to be taken |
|  |
|  |

|  |  |
| --- | --- |
| Complainant and Respondent (If any) informed of decision in writing within 20 days or informed of any delays. | Date informed: |

|  |  |
| --- | --- |
| If complainant/respondent satisfied with response – CASE CLOSED  | Date: |

|  |  |
| --- | --- |
| If complainant is not satisfied meet to discuss alternative methods of resolution. | Date: |

Sample Grievance / Complaints Register

The following provides a sample of a register for grievances and/or complaints and the actions undertaken. This will provide the Committee with a record of the types of complaints received (any trends), the effectiveness of resolution strategies and a record of what was done as a risk management measure. These records, together with copies of correspondence regarding the complaint, should be retained for at least 7 years.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date Received | Complaint Source Name | Address | Contacts | Complaint Description | Outcome Sought | Actions Taken to Collect information | Actions | Satisfaction | Closure Date |
|  |  |  |  |  |  |  |  |  |  |
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