

MYRTLEFORD SKI CLUB
GRIEVANCE/COMPLAINT POLICY PROCEDURES



PURPOSE

To ensure that grievances/complaints raised by members (including members of the Committee) are dealt with in a prompt and equitable manner as set out in Part 3 Division 3 of the Club's Constitution. The grievance/complaint procedures apply to disputes between:

- A member and another member;
- A member and the Committee; and
- A member and the Myrtleford Ski Club Inc.

POLICY

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. The Myrtleford Ski Club Committee believes that:

- People have the right to have their grievances/complaints 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 action being taken, including the appointment of a mediator or taking legal action.
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result.
- Where a formal grievance/complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution as specified in the Club's Constitution.
- If a person disagrees with the decision of the Committee or the disciplinary subcommittee, they can appeal the decision as outlined in Article 23 of the Constitution. Further, as outlined in Article 24 of the Constitution, a special meeting must be convened, and the matter be presented at this disciplinary appeal meeting. This meeting is open to all voting members of the Club and the conduct of the meeting is governed by the requirements of Article 24 of the Constitution.

Document: Grievance and Complaint Procedures

Reviewed: 9/6/2022
Due for Review: As Required

Myrtleford Ski Club
Reviewed By:
MSC Committee

Grievance and Complaint Procedures

PROCEDURES

Steps to Making a Complaint/Grievance and Achieving Resolution

- Speak to the person causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to and discuss possible solutions.
- Speak to the Lodge Managers and inform them of the behaviour, decision or action that the complaint or grievance refers to and discuss possible solutions.
- Speak to a Committee Member for advice on possible solutions and/or intervention.
- Make a formal complaint/grievance in writing to the Committee.
- Seek mediation if a suitable resolution cannot be reached.
- If the complainant is not satisfied with the outcome, they may seek to resolve the dispute in accordance with the Associations Incorporation Reform Act 2012 or otherwise at Law as provided for in Article 29 of the Club's Constitution.

Seeking Resolution

Where issues cannot be resolved informally within 14 days of the dispute coming to the attention of each party, the Club's Constitution provides for the appointment of a mediator (Article 27 of the Constitution). Article 28 of the Club's Constitution outlines the mediation process.

Procedures

A person who chooses to make their grievance or complaint formal must do so in writing to the Committee or Lodge Manager(s). If the grievance or complaint is lodged with the Lodge Manager, they will inform the Committee of the complaint/grievance.

- Once a formal complaint/grievance is received it will be referred to the President (unless the complaint/grievance directly concerns the President) for discussion and recording.
- If another member is involved, they will be fully informed in writing of the full details of the grievance or complaint. Parties to the dispute must attempt to resolve the dispute between themselves within 14 days of the dispute coming to the attention of each party.
- If the parties to the dispute are unable to resolve the dispute between themselves within 14 days, the parties must within 10 days:
 - Notify the Committee of the dispute (unless the dispute is with the Committee or Myrtleford Ski Club Incorporated in which case, the Committee would be aware of the dispute);

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- Agree to or request the appointment of a mediator as set out in Article 27 of the Club's Constitution; and
- Attempt in good faith to settle the dispute by mediation.
- The appointment of a mediator is governed by Articles 27(2) and 27(3) of the Club's Constitution.
- If, after mediation, the dispute remains unresolved the parties may seek resolution as provided for under Article 29 of the Club's Constitution.
- The complainant and respondent will be informed of the outcome of the grievance/complaint in writing.

Parties to the grievance/complaint may seek the assistance of an agent throughout this process.

Authorised:	Alistair Browne President, Myrtleford Ski Club
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