

POLICY 6 - COMPLAINTS/GRIEVANCE PROCEDURE

Member Protection Officer:

The Member Protection Officer is Steve Meredith.

Purpose:

The purpose of this document is to set out the procedure to follow when making a complaint/grievance, what is an acceptable complaint/grievance, how to lodge a complaint/grievance, steps the Member Protection Officer will work through and what to do with a resolved or unresolved grievance. The Member Protection Officer can also receive positive feedback from members.

Role of Member Protection Officer:

The role of the Member Protection Officer is to be an unbiased Member of the Glenelg Bowling Club, that other Members can access, when they believe that they have been treated inappropriately or unfairly. Complaints/grievances are dealt with confidentially with the initial notification to the Member Protection Officer, until the matter of concern is ascertained and deemed to be worthy of pursuing.

Acceptable Complaint/Grievance:

An acceptable grievance will be a grievance where a Member and/or Members, feel that they have been wrongly treated or have been refused access to Club events or Club teams. The grievance may include, but not limited to, selection in a pennant team or other team event, being abused or mistreated by a person, refusal to enter the clubroom without cause or prior notification, or any circumstance where the Member can provide evidence, and name parties, that have not given them equal opportunity. A complaint/grievance can also be made by a third party (GBC Member) that personally observes inappropriate behaviour or someone not being treated fairly or with equality.

This Procedure is for internal GBC grievances / complaints. Complaints from persons that are not members of the Glenelg Bowling Club should be made directly to the Administration Committee, where the complaint will be investigated.

Working Steps of a Complaint/Grievance:

1. The Complaints/Grievance Notification Form is located at the end of this Procedure.
2. The Member notifies the Member Protection Officer, using the Complaints/ Grievance Notification Form.
3. The Form is completed fully and lodged with the Member Protection Officer, within an appropriate timeframe.
4. The Member Protection Officer will contact the notifier, via phone, to complete a "first step" comment on the Form.
5. If the "first step" cannot resolve the grievance, a face-to-face meeting between the notifier and Member Protection Officer will be organised.
6. The face-to-face meeting will gather further information of the complaint/ grievance and ascertain the next step to be carried out. (e.g., formal meeting with Member Protection Officer and the alleged offending person(s) the complaint/grievance is against).

7. The Member Protection Officer will organise a meeting with the alleged offending person(s).
8. The full allegation of complaint/grievance will be presented to the alleged offending person(s), giving them a right of reply. The notifier's name will be withheld if appropriate.
9. The reply will be relayed to the notifier and the notifier will advise if the complaint/grievance is resolved or if they would like to escalate it.
10. If resolved, both parties will accept the outcome.
11. If the complaint/grievance is not resolved, the Member Protection Officer will escalate it to the President of the Glenelg Bowling Club for resolution. Should the complainant/grievance be against the President, the matter will be escalated to the next highest ranked committee member available.



Signed: _____ Date: __/__/20__