



Standard Operating Procedure (SOP)

8

Grievances and Complaints Procedure

(Grievance Submission Form attached as Annex A)

General

1. Any member may raise a grievance or complaint about a Club or subbranch+ Executive member or any other member of the Club.
2. The grievance or complaint must be dealt with by the procedures set out below.

Grievance and Dispute Procedures

3. The clause applies to disputes between
 - A member and another member; or
 - A member and the NEC or Sub-branch Executive; or
 - A member and another Sub-branch.
4. Any member who has been aggrieved can elect to have the grievance resolved in the following manner:
 - a. By resolving the matter together either with or without a mediator; or
 - b. By advising the National Executive Committee (NEC) or Sub-branch Executive in writing (Annex A) and having the relevant Executive resolve the matter.
5. When the aggrieved member elects to have the dispute dealt with by the NEC or Sub-branch Executive (para 4 b), the NEC or Sub-branch Executive must advise the parties in dispute, in writing of the dispute. Within 14 days of receipt the parties in dispute and NEC or Sub-branch Executive must meet and discuss the matter in dispute and reach an agreed resolution.
6. The following forms of resolution are available to the NEC or Sub-Branch Executive Members
 - a. That the parties do agree to a resolution as provided by the NEC or Sub-branch Executive; or
 - b. That one of the parties is asked to 'show cause' why a vote of the NEC or Sub-branch Service Membership should not be taken to dissolve his or her membership.



7. A 'show cause' order by the NEC or Sub-branch Executive is only provided when:
 1. One of the parties in dispute disagrees with any resolution put forward by the NEC or Sub-branch Executive.
 2. The actions of a member are such that the NEC or Sub-branch membership is brought into internal conflict over the members actions and disruption within the Club or Sub-branch occurs; and
 3. The actions of a member are such that the NEC or Sub-branch is brought into disrepute.
8. If a member is directed by the NEC or Sub-branch Executive, in writing to 'show cause' (ref Annex A), then that member has 14 days to reply, in writing, to the 'show cause' provisions. The NEC or Sub-branch Executive will provide the member with the 'show cause' provisions including the NEC or Sub-branch Executive's expected resolution.
9. If the member replies in writing to the 'show cause', then the NEC or Sub-branch Executive will review the member's response and either:
 1. Make a determination in writing to the member; or
 2. Convene a meeting between the parties in dispute and conduct a review for resolution.
10. If that member has not replied to the 'show cause' within 14 days of receipt, or replies in writing disagrees with the NEC or Sub-Branch Executive's resolution, then the NEC or Sub-Branch executive will meet with all Club or Sub-branch members at the next scheduled Monthly Meeting and resolve the issue in whatever form as agreed to by the membership, including the possible dismissal of the member from the NEC or Sub-branch.
11. The form '**Outcomes of Discipline Hearing**' as attached at Annex B is to be forwarded to the member in dispute at the conclusion of any determination found by the Executive and Service members in committee.

Mediator

12. A mediator must be:
 - a. A person chosen by agreement between the parties; or
 - b. In the absence of agreements for a dispute between a member and another member – a person appointed by the NEC or Sub-Branch Executive.
13. Any member of the Club can be a mediator.
14. The mediator cannot be a party to the dispute.



15. The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.
16. The mediator, in conducting the mediation, must:
 1. Give the parties to the mediation process every opportunity to be heard;
 2. Allow due consideration by all parties of any written statement submitted by any party;
and
 3. Ensure natural justice is accorded to the parties to the dispute throughout the mediation process.
17. The mediator must not determine the dispute.
18. If the mediation process does not result in the dispute being resolved, the mediator is to advise the NEC or Sub-Branch Executive



Annex A to
SOP 8 – Grievances and Complaints

**Grievance Against A Member
Official Submission Form**
(form expands)

Grievance Details

Date of Submission	
Member making Submission	
Member in Dispute	
Date of Issue to Grievance	
Location of Issue to Grievance	
Nature of Grievance	
Resolution Expected	
How do you want this grievance dealt with? (refer to para 4 of SOP)	

Secretary Use Only

Date of Receipt	
Received by	
Executive informed?	
Comments	



Actions Completed by Executive

Date Member in Dispute Informed?	
Date Member in Dispute Replied	
Executive Response	

Declaration by Executive

This submission – Grievance Against A Member – has been completed as per the Club Constitution and all members have been advised of its outcome.

Signed:	Signed:
Name:	Name:
Position:	Position:
Date:	Date:



Outcomes of Discipline Hearing

Date of Hearing	
Location of Hearing	
Member Preferring Grievance	
Member in Dispute	
Presiding Member	
Service Members Present	
Grievances laid	Grievance 1 - _____ Grievance 2 - _____ Grievance 3 -
Attachments from Committee	
Attachments from Member in Dispute	
Outcome of Grievance (s)	Grievance 1 - _____ Grievance 2 - _____ Grievance 3 -
Resolution provided by Executive and Service Members in Committee	
Provisions for 'Appeal Against Resolution'	Member has fourteen (14) days of date of receipt to appeal the above resolution. This appeal must be received by and must be in writing. It must be addressed to the Secretary. Once the appeal has been received, the Executive and Service Members in Committee will consider the appeal and reply within fourteen (14) days of date of receipt to the member in dispute.



SOP 8 –Rev 29 Jan 20

Completed By	Authorised by:
Signed:	Signed:
Name:	Name:
Position:	Position:
Date:	Date: