



GRIEVANCES AND DISPUTE RESOLUTION POLICY

Policy number	7	Version	1
Drafted by	<<Mark Dowling>>	Approved by	July 2021
Responsible person	<<Mark Collier>>	Committee on	
		Scheduled review date	July 2022

INTRODUCTION

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

Southside Beekeepers Club encourages its members and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other.

The preferred process involves members resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

PURPOSE

The purpose of this document is to provide an avenue through which members and volunteers can resolve work-related complaints as they arise.

POLICY

Southside Beekeepers Club will establish mechanisms to promote fast and efficient resolution of workplace issues.

Members and volunteers should feel comfortable discussing issues with their President or Secretary in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the member's /volunteer's wishes will be taken into account in determining the appropriate steps and actions.

No member will be intimidated or unfairly treated in any respect if they utilize this Policy to resolve an issue.

AUTHORISATION

[Signature of Committee President]

[Date of approval by the Committee]

Southside Beekeepers Club



GRIEVANCES AND DISPUTE RESOLUTION PROCEDURES

Procedures number	<<insert number>>	Version	<<insert number>>
Drafted by	<<Mark Dowling >>	Approved by	<<insert date>>
Responsible person	<< Mark Collier>>	Committee on	
		Scheduled review date	<<insert date>>

RESPONSIBILITIES

It is the responsibility of all members to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with other members and volunteers;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All members and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of **Members (including Volunteers)** to ensure that:

- They attempt to resolve any issues through through internal processes at the earliest opportunity.

It is the responsibility of the Committee to ensure that:

- All members and volunteers are aware of their obligations and responsibilities in relation to communication and information sharing with their members ;
- All members and volunteers are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of the Committee is handled in the most appropriate manner at the earliest opportunity.

PROCEDURES

All Committee Member's should be aware of the possible ramifications of their actions when dealing with member/volunteer issues. They must ensure that all members and volunteers are treated with fairness, equality and respect.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, members should contact the President and or Secretary for advice at the earliest opportunity.

Grievances and Dispute Resolution

A member or volunteer who considers that they have a dispute or grievance should raise the matter with the President or Secretary as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The President or Secretary should check for clarification of the issue to ensure they fully understand the complainant's concern. The President or Secretary should follow the standard procedure as per the Southside Beekeepers Club's incorporated rules, of offering the member or volunteer the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant and diagnose the problem.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the members/volunteers with a written summary of the meeting and clarification of the next steps to be taken.

The President and or Secretary must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the member or volunteer wishes to pursue it with their written approval, the issue should be discussed with the Committee. Again, the matter is to be discussed openly and objectively with the Committee to ensure it is fully understood.

If the grievance/dispute is one of a confidential or serious nature involving a member of the Committee the complainant may choose another member of the Committee who is impartial and may refer the matter to the Dispute Resolutions Centre Victoria, Telephone: 1300 372 888.

RELATED DOCUMENTS

- Bullying Policy

AUTHORISATION

Signature of President

[Name of President]

[Date]