



## **FINDON CALISTHENICS CLUB**

### **Grievances and Complaints Handling Process**

#### **Purpose of Our Policy**

The main objective of our Grievances and Complaints Handling Process is to ensure that grievances/complaints raised by members, volunteers or community members are dealt with in a prompt and equitable manner, to ensure everyone has a clear understanding of the steps to take if any issues arise.

#### **Findon Calisthenics club believes that:**

- Everyone has 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 co-operatively and informally where possible prior to a formal complaint being lodged in writing.
- Where a formal complaint is received by our committee it will be considered in a timely and confidential manner and documented with the steps towards resolution.

#### **Grievance and Complaints Processes**

##### **Steps to Making a Complaint / 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. Discuss possible solutions. The parties of the dispute must attempt to resolve the dispute themselves.
- Give a timeframe for the dispute to be dealt with e.g. 14 days.
- Speak to a Committee Member for advice on possible solutions and/or intervention.
- Seek an appropriate mediator if a suitable resolution cannot be reached within the timeframe set by both parties.
  - The mediator must be agreed on by both parties.
  - The mediator must not have a personal interest in the dispute or a bias in favour of or against any party.
- 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, 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.

- 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 (as agreed by both parties).
- 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.