



Grievances & Dispute Resolution

Introduction

The Falls Creek Race Club Committee encourages its members and volunteers to voice their issues or concerns at their earliest opportunity. This document provides guidelines for the Committee, members and volunteers regarding the process of grievance and dispute resolution.

Purpose:

To provide guidelines and a process for members to raise a grievance to the Falls Creek Race Club Committee. To treat grievances fairly and resolve all disputes in a co-operative and timely manner.

Policy:

This policy applies to all members, volunteers and the Falls Creek Race Club Committee.

The Falls Creek Race Club Committee will utilise this document to promote fast and efficient resolution of issues.

All parties to a grievance have a responsibility to participate in good faith with a mutual obligation to resolve the issue.

All parties shall be committed to the early resolution of grievances and to a constructive participation in the grievance resolution process.

No member, volunteer, committee member will be intimidated or unfairly treated in any respect during the resolution process.

A grievance must be lodged in writing to the Falls Creek Race Club Committee.

The Falls Creek Race Club Committee may reject a grievance if it is deemed to be vexatious or lacking in substance.

The Falls Creek Race Club Committee will endeavor to resolve all grievances and disputes to the complainant's satisfaction internally, this will limit the need for the complainant to refer the issue to external organisations or authorities for assistance.

In the event of a difficult grievance the Falls Creek Race Club Committee may consult with external bodies for advise.

Procedure:

Preliminary Procedure:

The procedure for handling of grievances and disputes will commence when a member of the Falls Creek Race Club committee receives a complaint in writing.

The complaint should include a clear statement of the grievance also outlining the parties to the grievance. The complainant is welcome and encouraged to include an outline of what they believe to be a suitable solution to the grievance.

The grievance will be placed on the agenda of the next appropriate committee meeting.

Following the discussion of the grievance at the Committee meeting, the complainant will receive a summary letter regarding the committee's decision of the outcome and any actions to be undertaken to resolve the grievance.

If the Committee of Management receives no further correspondence regarding the grievance one month following the receipt of the summary letter it will be assumed that the dispute is resolved.

Formal Procedure:

In the event that the complainant is dissatisfied with the Committee's decision they may request to be given the opportunity to voice their dissatisfaction at the next meeting.

The Chairperson will arrange with the complainant to attend an appropriate Committee meeting to discuss the grievance in person.

During the meeting;

The complainant has the right to an independent unbiased process.

Each attendee of the meeting has the right to a fair hearing.

Each party attending the meeting has the opportunity to be involved and heard.

The Chairperson should summarise the issue to the Committee and the steps taken to solve the issue up to the point of the meeting.

The Complainant should be provided the opportunity to clearly explain their issue.

In the event that there is more than one complainant each person will be provided with the opportunity to voice their point of view.

The committee will have the opportunity to further discuss the issue and decide on a suitable outcome and resolution.

The final decision made by the Committee will be based solely on the relevant evidence.

The Committee will act in good faith without bias.

Following the formal procedure, a written summary of the meeting and the outcome of the meeting with actions to be taken will be provided to the complainant.