

Payneham Bowling Club Grievance Policy

Purpose

The purpose of this policy is to provide a clear, transparent, and fair process for managing grievances at Payneham Bowling Club (the "Club"). This policy aims to ensure all members and stakeholders feel heard and respected.

Scope

This policy applies to all members, volunteers, staff, and visitors of Payneham Bowling Club.

Policy

1. Informal Resolution

- Whenever possible, members are encouraged to resolve grievances informally by discussing the issue directly with the person(s) involved.
- If an issue remains unresolved, members should notify a Board member to assist in informal mediation.

2. Formal Grievance Procedure

- If informal resolution is not successful, the member may lodge a formal grievance.
- This must be in writing to the Secretary, include specific details of the grievance and be as comprehensive as possible.

3. Acknowledgment

- The grievance will be acknowledged in writing by the Secretary within five working days of receipt.

4. Investigation

- The Board will investigate the grievance impartially at its next meeting, considering all relevant information and perspectives.
- If necessary, the President may call an extraordinary Board meeting to address a grievance. A quorum of the Board is required to investigate a grievance.
- During the investigation, all parties involved will have the opportunity to present their case and provide information.

5. Decision

- The Board will make a decision as soon as practicable, but within 30 days of receiving a grievance. The decision will be communicated in writing to all parties involved.

- If the grievance is complex and requires more time, an extension will be communicated in writing, explaining the reason for the delay.

6. Appeals

- If the member is dissatisfied with the decision, they may appeal in writing to the President within 10 working days of receiving the decision.
- The appeal will be reviewed by an Appeals Committee, comprising members not previously involved in the grievance. These may be Club members seconded by the Board.
- A final decision will be made as soon as practicable, but within 30 days of receiving the appeal and will be communicated in writing.

7. Confidentiality

- All grievances will be treated with strict confidentiality. Information will only be disclosed to those directly involved in the process.
- Members are expected to respect the confidentiality of the grievance process.

8. No Retaliation

- The Club prohibits retaliation against anyone who lodges a grievance or participates in the grievance process.

Review

This policy will be reviewed annually by the Board.