



## Brighton Bowling Club By-Laws

### 5 Grievance Procedures

This procedure provides a fair and transparent process for the resolution of minor grievances and complaints raised by members.

In managing and resolving complaints/grievances the following principles will be appropriately applied, taking into account the nature of the complaint/grievance:

- Where possible minor complaints/grievances should be resolved informally
- Negotiation and conciliation are the guiding principles to be applied by all parties when attempting to resolve complaints/grievances.
- This procedure emphasises a mechanism to resolve a grievance or complaint through informal procedures.
- Complaints/grievances should be dealt with within a reasonable timeframe.
- Aggrieved members may have a representative attend all relevant meetings.
- Appropriate documentation will be maintained if deemed necessary.
- Confidentiality must be maintained; and
- Principles of natural justice will guide the application of this process.

#### For Selection Grievances

1. Consult with the Member Advocate
2. If the issue is still unresolved, write your grievance to the Secretary of the Bowling Club.
3. Attend meetings called to resolve issue (s)
4. Keep a positive attitude.
5. Be polite.
6. Stay calm.
7. Listen carefully.
8. Take note of any advice given and act on it.

#### For Minor Grievances

1. Write a letter to the Secretary outlining your grievance clearly.
2. Attend any meeting called to discuss your issue (s)
3. Keep to the subject raised in your letter.
4. Be polite.
5. Stay calm.
6. Listen carefully.
7. Try to come to an acceptable agreement.

Always sort problems out quickly before they have a chance to fester and grow out of control.

Grievance Committee comprises:

- Vice President Club
- Vice Preside Bowls Director
- Independent Board member
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**Approved by the Board of Management**

Dated 17/4/2021

President



Secretary

