



POL1400: Grievance

Version: 1.0
Date: May 2017
Next review: May 2018

Summary

It is recognised that people associated with SA Country will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships.

To ensure that grievances / complaints raised by members (including members of the Committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner, this policy should be followed by the complainant and SA Country Basketball.

Detail

- People have 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 cooperatively and informally where possible prior to a formal complaint being lodged in writing
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution

How to register a complaint/grievance

- 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
- Speak to an Executive Member for advice on possible solutions and/or intervention
- Make a formal complaint in writing to the Executive
- Seek independent arbitration if a suitable resolution cannot be reached
- 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 and respect, and timeliness.

Formal Complaint Procedure

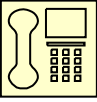



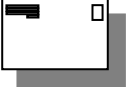
A person who chooses to make their grievance or complaint formal must do so in writing to the Executive.

- Once a formal complaint is received it will be referred to the Executive Officer (unless the complaint directly concerns the EO, then contact 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.

- 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.

Sample Grievance / Complaints Record

<p>How were details of the grievance or complaint received? Please tick ✓</p>	<p>Phone </p>	<p>Verbal </p>	<p>Email </p>	<p>Facsimile </p>	<p>Letter </p>
--	--	---	---	--	---

Who made the complaint?

Name:			
Address:			
Email:		Tel:	Mobile:

Account of the complaint:

<p>What was the issue? Did it involve another party or parties? If so, who? What happened, when – any details...</p>

Complaint Received By:

Name:	
Position:	
Date and time complaint received:	



Complaint referred to: E.g. Committee, Mediator	Date:
---	-------

Complainant contacted:	Date:
Other parties contacted:	Date:



Details of the process of investigation and any discussions. What was learnt that contributed to decision-making



Assessment of scope, severity and potential impact of the grievance or complaint.



Details of decisions made and proposed actions to be taken



Complainant and Respondent (If any) informed of decision in writing within 20 days or informed of any delays.	Date informed:
---	----------------



If complainant/respondent satisfied with response – CASE CLOSED	Date:
---	-------

If complainant is not satisfied meet to discuss alternative methods of resolution.	Date:
--	-------

