

Bendigo Yacht Club Inc.

Membership Protection Policy

Grievance Procedures

Purpose

The objective of the Grievance Procedure is to provide a fair and transparent framework for the handling of Club member's grievances. A grievance may arise where a member of the Club believes that the Club's or an individual member's responsibilities, has been breached.

A member must not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure until the disciplinary procedure has been completed. Disciplinary procedures are a separate matter to Grievances; however, it may be found that after investigation that a grievance may warrant referral to the Club's Disciplinary Committee.

Responding to Complaints

The Club will take all complaints about on and off shore behaviour seriously. The Club will handle complaints based on the principles of procedural fairness (natural justice), that is:

- All complaints will be taken seriously;
- Both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have reasonable opportunity to respond;
- All parties to a complaint or grievance must act in good faith and seek to achieve an amicable resolution;
- Where appropriate, parties to a dispute should attempt to resolve the dispute between themselves;
- Irrelevant matters will not be taken into account;
- All appropriate measures will be taken to ensure a Club member does not suffer any victimisation or discrimination as a result of raising complaints or grievances in good faith;
- Decisions will be unbiased and fair; and
- Any measures imposed will be fair and reasonable.

Complaint Handling Process

1. When a complaint is received by the Club, the person receiving the complaint (Vice Commodore) will:
 - a. Request that the complaint is made in writing using Appendix 1 or other appropriate means;
 - b. Convene a meeting with the complainant and listen carefully and ask questions to understand the nature and extent of the problem;
 - c. Ask what the complainant would like to happen;
 - d. Explain the different options available to help resolve the problem;

- e. Take notes; and
 - f. Maintain confidentiality but not necessarily anonymity.
2. Once the complainant decides on their preferred option for resolution, the Club will assist, where appropriate and necessary, with the resolution process. This may involve:
 - a. Supporting the person complaining to talk to the person being complained about;
 - b. Using a Mediator as described in Section 23 of the Rules of Incorporation to bring all the people involved in the complaint together to talk objectively through the problem;
 - c. Providing the respondent with a copy of the written complaint;
 - d. Receiving a written response to the complaint from the respondent where appropriate and if the respondent chooses;
 - e. Gathering more information (e.g. from other people that may have seen the behaviour); and
 - f. Seeking advice from Australian Sailing or from an external agency.

At the completion of this process the Club will respond to the complaint with a decision which may or may not include recommending disciplinary measures.

Resolution of Complaints

Possible measures that may be taken include:

- Verbal and/or written apology;
- Counselling to address behaviour;
- Clarifying standards of expected behaviour; and
- Implementing a period of monitoring.

Disciplinary Measures

Where it found that a breach of any Member Protection Policy is sufficient to recommend disciplinary measures, this should be reported to General Committee. The General Committee will then act in accord with the Club's Rules of Incorporation.

Attachment 1: REPORTING FORMS

RECORD OF COMPLAINT

CLUB receiving complaint		Date:
Complainant's Name		
Complainant's contact details	Phone: Email:	
Complainant's role/status in Club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Name of person complained about		
Person complained about role/status in Club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Location/event of alleged issue		

Description of alleged issue	
Nature of complaint (category/basis/grounds) Can tick more than one box	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse <input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision <input type="checkbox"/> Other
Complainant's suggested resolution	
<i>CLUB USE Only:</i>	
Information provided to complainant	
Resolution and/or action taken	
Follow-up action	