



DISPUTE RESOLUTION POLICY

Rev. Date December 2008

1. PURPOSE

To state the policy and to set the guidelines to provide an avenue through which affiliate clubs, members and volunteers can resolve issues and complaints as they arise in a fair and equitable manner that will lead to solutions that are acceptable to all parties in a timely manner.

2. SCOPE

This Policy applies to members of Queensland Sporting Clays Association, the nominated State Executive, (President, Vice President, Secretary and Treasurer), and any other nominated affiliated Club Executive and their respective members and volunteers.

3. POLICY

Queensland Sporting Clays Association is committed to developing and maintaining an effective dispute resolution policy. The organisation will aim to:

- Ensure that any disputes are resolved promptly, objectively and with sensitivity and confidentiality
- Set up a dispute resolution process that is member focused and helps to address their concerns
- Ensure consistency in response to any disputes or complaints
- Monitor the effectiveness of the dispute resolution process

The organisation will follow the dispute and mediation procedures as set out in the procedure below.

4. PROCEDURE

What do you do if you have a grievance?

- 4.1 Talk to the person(s) involved, you may find they did not mean to do or say what they did. Do this ASAP.
- 4.2 If you are not sure how to handle the problem or just want to talk confidentially about the problem you should:
- 4.3 Talk to one of your Club Executives. Do this ASAP.
- 4.4 If you do not feel comfortable talking to your Club Executive contact a State Executive for advice on how to handle the problem. Do this ASAP.
- 4.5 If the issue still cannot be resolved at a Club level, the State Executive will ask for the grievance to be put in writing.

- 4.6 State Executive will assist the Club Executive to manage and oversee the grievance process to ensure all parties are treated fair and equitably.
- 4.7 If the grievance still cannot be resolved the State Executive will refer the matter for mediation. The State Executive will appoint an external mediator to manage the process
- 4.8 If the dispute still cannot be resolved the issue will be forwarded to the National Executive for final review and determination.

5. RESPONSIBILITIES

5.1 It is the responsibility of the Club Executive to ensure that:

- They identify, prevent and address potential problems before they become formal grievances
- They are aware of and are committed to the principles of communicating and information sharing with their members and volunteers
- All decisions relating to organisational practices are made with consideration given for the individual as well as the organisation in general
- Any grievance is handled in the most appropriate manner at the earliest opportunity
- All members and volunteers are treated fairly and without fear of intimidation

5.2 It is the responsibility of the State Executive to ensure that:

- They attempt to resolve any issues raised directly with them through the Club Executive and internal processes at the earliest opportunity
- All State Executive are aware of their obligations and responsibilities in relation to communication and information sharing with clubs, members and volunteers and that they apply procedural fairness
- Ongoing support and guidance is provided to clubs, members and volunteers in relation to organisational and communication issues
- Any grievance that comes to the attention of the State Executive is handled in the most appropriate manner at the earliest convenience.

Approved by:	Name: Position: Queensland Sporting Clays Association
Signature:	