



DCC Grievances and Complaints Policy Procedures		Approval Date:	May 11 2023
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		Version No:	1
President:	Sign:	Name Natalie Lane	
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PURPOSE

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

POLICY

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. Doncaster Calisthenics Club acknowledges that:

- 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

PROCEDURES

Steps to Making a Complaint / Achieving Resolution

- 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
- If a resolution cannot be made the parties must inform the Grievance Officer and/or member of the committee.
- The Grievance Officer may suggest making a formal complaint to committee if a suitable resolution for both parties cannot be agreed on or if they feel that the situation warrants further action.
- 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



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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 Committee.

- Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns 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 appropriate.
- 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.