
North Brisbane Lapidary Club Inc.

NBLC

Complaint Resolution

Policy and Procedure

Version 2016.1

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Attachment: Grievance / Complaints Record

1. 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.

2. 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. North Brisbane Lapidary Club Inc. believes 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

3. PROCEDURES

a. 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
- Speak to a Committee Member for advice on possible solutions and/or intervention
- Make a formal complaint in writing to the Committee

b. 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.

c. Formal Complaint Procedure

A complaint can be made verbally to the committee. However, a formal complaint must be made in writing to the committee.

- Once a formal complaint is received it will be referred to the Secretary (unless the complaint directly concerns the Secretary) for discussion and recording.
- Any formal complaint is to be recorded on the "Complaints Record" form
- 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.

4. Potential Outcome of a Complaint

The Management Committee will review every complaint. Should the committee decide that the complaint was warranted, the following steps may be taken:

a. Minor / First Complaint

The person(s) against whom the complaint was made will receive a verbal warning which will be recorded on the "Complaints Record" form.

b. Medium / Second Complaint

The person(s) against whom the complaint was made will receive a written warning which will be recorded on the "Complaints Record" form.

c. Subsequent Complaints

Any member receiving multiple complaints against them that are found warranted by the Management Committee may be suspended from attending the club for a period of time to be determined on a case by case basis.

d. Severe Incident

A complaint based on a severe incident may result in immediate termination of the membership.

Severe is considered any threat against a person, sexual harassment, actions that may result in bodily harm to another person, misappropriation and unauthorised removal of club property.

5. Right of the Respondent / Claimant

Should the respondent / claimant not be satisfied with the outcome of the complaint review by the Management Committee they have the right to request a review of the complaint by the quorum of the next General Meeting.

6. More information

This policy is based on the template from the Australian Human Rights Commission and adapted to the North Brisbane Lapidary Club.

If you have a query about this policy or need more information please contact The Secretary.

7. Review details

This policy was adopted by North Brisbane Lapidary Club Inc. on 19th October 2016

Attachment: Grievance / Complaint Record

Grievance / Complaints Record #.....

How were details of the grievance or complaint received? Please tick ✓	Phone	Verbal	Email	Facsimile	Letter
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Who made the complaint?

Name:			
Address:			
Email:		Tel:	Mobile:

Account of the complaint:

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

Complaint Received By:

Name:	
Position:	
Date and time complaint received:	



Complaint referred to: E.g. Committee, Mediator	Date:
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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:
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If complainant/respondent satisfied with response – CASE CLOSED	Date:
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If complainant is not satisfied meet to discuss alternative methods of resolution.	Date:
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