



TITLE: COMPLAINTS POLICY AND PROCEDURE

PURPOSE: To facilitate the resolution of complaints/disputes between the Belgian Shepherd Dog Club of Queensland (BSDCQ) management committee members, BSDCQ ordinary members, the general public, and any combination of the same.

ACCOUNTABILITY: BSDCQ club members.

POLICY

1.0 Any dispute or complaint arising (from herein referred to as a grievance) will be dealt with in accordance with the BSDCQ constitution and Dogs Queensland.

PROCEDURE

1.0 In the first instance, a person shall attempt to resolve the grievance with the other person/s they have a dispute with/complaint about.

2.0 Where any such attempt at settlement has failed, or where the dispute, or complaint, is of such a nature that a discussion between the two individuals would be unproductive, or is of a serious nature, then the grievance should be made in writing to the President of the BSDCQ.

2.1 The grievance is to be written in a factual and respectful manner, and must contain relevant supportive references/documentation.

2.2 Any grievance not submitted as per 2.1 will be returned for resubmission using the required presentation.

2.3 The President will gather as much information as possible in regards to the grievance. They will then assess the nature of the grievance, and whether it should be dealt with immediately (for example, allegations of a serious nature, and/or regarding criminal conduct which may be required to be reported to the Queensland Police Service), or if it can be presented at the next BSDCQ management committee meeting for consideration.

3.0 Should the matter be of a serious nature, the President shall take the necessary action required, and complete a full written report for presentation at the next BSDCQ management committee meeting, unless unable to do so for legal reasons.

4.0 If the matter is presented to the BSDCQ management committee, then a decision will be made as to the next course of action.

4.1 Possible action may include, but is not limited to:

4.1.1 A meeting within 28 working days between the parties involved and two representatives of the BSDCQ management committee.

4.1.2 A meeting at a suitable time to all parties involved with a qualified mediator (any costs involved are to be agreed in writing prior to the meeting).

4.1.3 A letter to the parties involved outlining any decisions made by the committee. This letter would outline avenues for appeal if appropriate.

4.2 Should a meeting be held as per 4.1.1, then resolution of the grievance will be explored, and minuted in full.

4.2 If the matter is unresolved following any of the actions outlined at 4.1, then further options will be explored and implemented, which include, but are not limited to:

4.2.1 Referral to Dogs Queensland

4.2.2 Referral to a legal representative

5.0 Should the grievance be related to a member of the management committee, then that committee member shall be excluded from any discussions in relation to the grievance, except for the purpose of providing the committee with relevant information, references and/or documentation as required.

6.0 Should the grievance be related to the President, then the matter will be dealt with by the Vice President.

Adopted 25.02.13

Signature:
(President)

Date:

Review Date:

Review Date: