

GRIEVANCE POLICY/PROCEDURE
(Approved by the Committee on 24 May 2010)

1. If any financial Club member has a grievance relating to Club matters, the member is to notify the Club Executive via the Secretary in writing that he/she has a grievance. Club Committee Members can provide assistance in writing this notification.
2. Any grievance received by the Executive is to be acknowledged in writing to the financial Club member within 7 days of receipt.
3. On notification of a grievance, the Executive is to appoint a sub committee to investigate the details of the grievance. This sub-committee will be made up of members who do not have any interest or involvement in the subject of the grievance.
4. The sub committee is to decide how it will investigate the grievance, with all communication that occurs to be recorded in writing.
5. The sub committee is to report its recommendation for the resolution of the grievance to the Executive within 30 days of the receipt of the grievance.
6. The Executive is to notify its decision regarding a grievance to the Club member within 7 days of receiving the sub committee's recommendation.
7. If the Club member is not satisfied with the Executive's decision, the Club member can request that the grievance be referred to the full Club Committee for its consideration.
8. The decision of the full Club Committee will be final.