

DEVONPORT

COUNTRY CLUB

Devonport Country Club Limited GRIEVANCE AND COMPLAINTS POLICY	Version: 1
	Date: 14-02-2022

PURPOSE

The purpose of this policy is to ensure that grievances and complaints that may be raised by members, employees or by guests are dealt with in a prompt and equitable manner.

PRINCIPLES

The Club acknowledges that from time-to-time members or guests may have grievances or complaints regarding other members or guests and that these need to be resolved in the interests of maintaining good relationships. The club recognises that:

- People have the right to have their grievances given careful consideration through an established process that is timely and based on fairness and respect.
- The best resolution is one that is reached cooperatively and informally, where possible, prior to the making of a formal complaint.
- Any complaint shall be resolved in a confidential and timely manner.
- No person shall be disadvantaged as a direct result of raising a grievance or lodging a complaint unless it is vexatious or untrue.

DEFINITIONS

- Complainant means a person making a complaint under this policy.
- Complainee means a person against whom a complaint is made under this policy.
- Mediator means a person to whom a complaint is made pursuant to paragraph 4 of the procedure.
- Formal complaint means a complaint made under clause 2 of the procedure.
- Grievance means a matter of concern referred to in clause 1 of the procedure.
- Serious complaint means a complaint of such seriousness that it may justify the Board suspending or terminating the membership of any member in accordance with clause 16 of the Club's constitution.

PROCEDURE

1. Where possible and practical members are encouraged to raise between themselves grievances that they may have against another member and in good faith endeavour to resolve the matters giving rise to the grievance.
2. Should it not be possible or practical or should a person not be comfortable raising a grievance with another member directly, or should the complaint be against a visitor or a member of staff, they may make a formal complaint as provided for in this procedure.
3. A formal complaint must be in writing and must contain a concise statement of the nature of the complaint and the facts supporting it.
4. A formal complaint must be made to the following person:
 - a. In the case of a complaint relating to the conduct of a member engaged in the playing of golf, to the captain of golf, or their deputy if they are not available. The complaint may be made by lodging it with the General Manager who will provide it to the captain.
 - b. In the case of a complaint relating to the conduct of a member engaged in the playing of bowls, to the captain of bowls, or their deputy if they are not available. The complaint may be made by lodging it with the General Manager who will provide it to the captain.

- c. In the case of a complaint relating to the conduct of a member engaged in the playing of croquet, to the captain of croquet, or their deputy if they are not available. The complaint may be made by lodging it with the General Manager of the Club who will provide it to the captain.
 - d. Subject to subclause (e), in all other cases, to the General Manager of the Club.
 - e. Should the Complaint be against the General Manager, to the Chair of the Board or their deputy.
5. The Mediator must within 14 days of their receipt of the complaint consider it and, where the Complainee is a member, and in the sole discretion of the Mediator, they may determine that the facts contained in the complaint on their face value may constitute a Serious Complaint, in which case the Mediator may immediately refer the complaint to the Board to be dealt with in accordance with the Disciplinary policy of the Club.
6. If the Complainee is a member, and if the Mediator does not determine that the Formal complaint is a Serious Complaint, the Mediator shall:
 - a. Within fourteen days of receipt of the Formal complaint arrange to speak to the Complainant to clarify the facts of the complaint and to determine if the Complainant wishes to persist with the complaint.
 - b. Within fourteen days of the Complainant confirming they wish to proceed with the complaint, details of the complaint and the material facts relied upon shall be given in writing to the Complainee and the Mediator shall arrange a time, date and place suitable to the parties to meet with the Mediator to discuss the complaint and to endeavour to resolve it amicably and to the satisfaction of both parties. At such meeting both parties are to be given a reasonable opportunity to address the Mediator regarding the complaint.
 - c. Should agreement not be able to be reached at the meeting described in 6(b) the Mediator may;
 - i. Determine that no further action shall be taken, or
 - ii. Give the Complainee a warning not to repeat any action the subject of the complaint, or
 - iii. Determine that the conduct is such that it should be dealt with by the Board as a Serious complaint pursuant to the Disciplinary Policy.
7. If the Complainee is a guest or a visitor, the General Manager shall have the discretion to:
 - a. Speak to the Complainee and outline the details of the complaint and if the General Manager believes it is warranted warn him or her not to repeat the conduct complained of, or
 - b. After first consulting with the Chair, ban the Complainee from attending the Club for a specified period approved by the Chair.
8. Regardless of any other term of this Policy the General Manger may in their own discretion refer any matter of complaint to the Board to be dealt with under the Disciplinary policy as a Serious Complaint.
9. The Mediator must make a written minute of any meeting held under this policy which must be lodged with and retained by the General Manager.
10. The General Manager must as soon as practical forward to the Chair of the Board for determination under the Disciplinary Policy any Serious Complaint or any referral under clause 6(c) or clause 8.

(draft submitted by Review committee on the 10th January 2022)