



Grievance Procedure (as approved by the Committee 30 September 2019)

Definition

- The Society's Grievance Procedure is its process for dealing with a complaint raised by a Society member against the Society, maybe initially through the intermediary of a Site Rep or other Committee Member of the Society, regarding treatment believed to be wrong or unfair.
- It is a step by step process a member must follow to get his/her complaint addressed satisfactorily.
- It is paramount that Committee Members do not get personally involved.

Step 1:

- In the first instance, any member with a problem should initially consult informally by talking to their Site Rep, who will attempt to clarify the issue and make suggestions as to how the problem might be resolved.

Step 2:

- If the Site Rep is unable to make suggestions/changes which would resolve the problem or if the complainant is not satisfied with the answer given, he/she can make a formal complaint – a grievance - in writing, which will include e-mail, to the Society.
- The Chairman and/or Vice-Chairman, either individually or jointly would then meet with the complainant, if necessary, for a site-independent view and give their verdict on the grievance. This would be in accordance with the Constitution and/or Rules and Regulations for the time being in place.

Step 3:

- Should the Chairman/Vice-Chairman be unable to resolve the situation to the claimant's satisfaction, then the grievance will be escalated to the President/Vice-President of the Society for mediation.
- The President/Vice-President is independent of the Society's managing committee and will bring a judgement to the situation totally from his/her professional and/or personal perspective.
- The President's/Vice-President's decision is binding on all parties.

Step 4:

- If legal action is instituted by the complainant at any time or threatened after Step 3, then the issue will be placed in the hands of the Society's insurers.

Neil Hornsby
Vice Chairman
Revised 8 September 2019