DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the Indigenous Remote Communications Association, its staff, volunteers or Board of Directors, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the Indigenous Remote Communications Association for any known or unknown consequences that may result from reliance on any information provided in this publication.

# **MEMBERSHIP GRIEVANCE AND DISPUTES RESOLUTION POLICY TEMPLATE**

**1. Purpose**

The purpose of the [ORGANISATION] Membership Grievance and Disputes Resolution Policy is to set out how member complaints and disputes will be investigated and dealt with.

## 2. Application

The Membership Grievance and Disputes Resolution Policy applies to membership:

* Participation in governance actions and provisions.
* Participation in meetings, workshops, Festivals, seminars, conferences, delegations, committees.
* Use of and access to [ORGANISATION] provided membership benefits and resources.
* Engagement with [ORGANISATION] staff and contractors, and
* Any other activities and communications where a Member has direct dealings with [ORGANISATION] or formally represents [ORGANISATION].

## 3. Principles

* To resolve issues.
* To treat a complaint or dispute with privacy as relevant to the nature of the complaint and:
  + Consistent with the wishes of the member making the complaint or notifying a dispute.
  + Consistent with the rights of an [ORGANISATION] member, staff member or contractor against whom a complaint has been made or with whom a dispute has been notified.
* To enable [ORGANISATION] to learn from any mistakes.
* To enable [ORGANISATION] to improve its operation and services.
* To support effective professional relationships between members.
* To support effective professional relationships between [ORGANISATION] and its members.

## 4. Complaints of members in relation to [ORGANISATION]

* Members complaints are to be emailed to the [ORGANISATION] [COMPLAINTS OFFICER, clearly stating the nature of the complaint, providing any evidence that is available. The [COMPLAINTS OFFICER] can be contacted at [email]. The [COMPLAINTS OFFICER] will acknowledge receipt of the complaint within five working days of it being received.
* If, having received a reply from the [COMPLAINTS OFFICER], the member is not satisfied the member should write to the CEO. The [CEO can be contacted at [email]. The CEO will acknowledge receipt of the complaint within five working days. The CEO will then investigate the complaint and will reach a decision on action to be taken, usually within two weeks. The CEO will write to the member and about the outcome of the decision. The decision of the CEO is final.
* The CEO will also report all complaints to [ORGANISATION]’s Board of Directors. The members of the Board of Directors will review all complaints and oversee the actions that are needed. All Directors will receive this information at the next Board meeting.
* If the complaint is in regards to management, a member can write to the [ORGANISATION] Chairperson clearly stating the nature of the complaint, providing any evidence that is available. The Chairperson can be contacted via [form of contact]. The Chairperson will acknowledge receipt of the complaint within five working days. The Chairperson will then investigate the complaint and consider the matter at the next Board meeting. The Chairperson will write to the member and let the member know of the decision, usually within two weeks after the Board meeting has taken place.
* There is no right of appeal against decisions taken by the Board of Directors.
* If at any stage the complaint is upheld [ORGANISATION] will apologise and provide an explanation. [ORGANISATION] will also provide an assurance that the same thing will not happen again and take action to put things right.

## 5. Dispute resolution between members

The resolution of disputes between members is set out in [Clause #] of the [ORGANISATION] Constitution, and this shall be the guiding response. [Clause #] sets out the following:

**[Clause wording]**

## Associated policies

* Membership Code of Conduct.
* Membership Health and Safety Policy.

## Authorisation

<Signature of Board Chair>

<Signature of Manager>  
<Date of approval by the Board>  
<Name of Organisation>