



**DICKY BEACH SURF LIFESAVING CLUB
PROCEDURE NO.ADM003
MEDIATION/GRIEVANCES**

Document Control

Version Control

Date	Version	Details	Author
23 April 2017	1	Initial Introduction of Procedure	Secretary
20 October 2017	2	Review of Procedure	Secretary
25 May 2020	3	Review of Procedure	Secretary

1. Purpose and Background

1.1 To guide Club members regarding the processes involved in mediation.

2. Policy Statement

2.1 Mediation is a non-threatening confidential approach to resolve disputes, grievances or disagreements between members to a mutually accepted conclusion.

3. Applicability:

3.1 This procedure applies to all members of the Dicky Beach Surf Life Saving Club. The responsibility of implementing this policy/procedure rests with the Board.

4. Statutory/Constitution/By-Laws Requirements

4.1 This procedure specifically relates to SLSA Member Protection Policy 6.05, Clause 17 of the Constitution; By-Laws 2.1; and Position Description for Grievance Officer.

5. Considerations

5.1 At the Annual General Meeting, the Board shall identify Grievance Officers to assist the club with all mediation and grievance issues.

5.2 The Club Council will consider endorsing the nominated Grievance Officers.

5.3 It is recommended a minimum of one male and one female be nominated for this role.

6. Procedures

6.1 Any member or person may report a grievance concerning a person bound by the surf lifesaving Codes of Conduct, Club Constitution, By-Laws or the Policies and Procedures Manual.



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- 6.2 Should a member have a grievance or issue with another member and this issue cannot be resolved, then the member is encouraged to contact a Board Member and make a formal complaint preferably in writing.
- 6.3 Upon obtaining the full information (or complaint) from the initial reporting Member regarding the grievance or issue, the Board Member should approach the other nominated person(s) involved in the issue.
- 6.4 Should the Board Member feel the matter cannot be resolved satisfactorily; the Board Member should refer the matter to a designated Grievance Officer(s) to resolve.
- 6.5 Should the issue be identified as involving a criminal offence, the Board Member is obligated to report the matter to police.
- 6.6 To ensure the success of mediation, it is important for all persons involved with the issue/complaint, to actively participate in the mediation process.
- 6.7 It is anticipated the mediation will successfully negotiate an outcome or compromise to resolve the dispute to the satisfaction of all parties.
- 6.8 Should the matter not be resolved to the satisfaction of all parties and should the issue continue to disrupt the operation of the club, discipline action may be implemented.
- 6.9 All matters surrounding this process are highly confidential and are not to be discussed by persons outside of this process.
- 6.10 Following the conclusion of the mediation process, the Grievance Officer is to report the outcome to the relevant Board Member who will provide a confidential briefing to the Board.

Authority

John Scott
President