



Organization: Cougars Weightlifting Club	Reference Number: 2.00
Subject: Grievances	Issue Date: April 2024
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Purpose

The purpose of this procedure is to outline the grievance resolution process for all Cougars Weightlifting Club members. The objective is to ensure that grievances are resolved swiftly in a fair and equitable manner by negotiation and discussion between parties.

Scope

This policy applies to all Cougars Weightlifting Club members.

Policy

The grievance procedure is first outlined within the *Cougars Weightlifting Club Code of Conduct* ([Policy 1.00](#)) under 5.0 Grievances from pages 2-3.

Procedure

2.00 Grievances

2.1 Lodging a grievance

- a) Any Member may lodge a Grievance.
- b) Members may lodge Grievances by communicating them to a Cougars Weightlifting Club Committee Member in writing.
- c) Members must communicate the following matters when lodging a Grievance:
 - (1) A description of the incident(s) or behavior in question;
 - (2) The time and date of the incident(s), if applicable; and
 - (3) The names of any witness, if applicable.
- d) You cannot start a formal grievance regarding a matter for which you have been subject to disciplinary action or for which a disciplinary procedure or investigation is ongoing.

2.2 Responsibility

- a) The Committee is responsible for appropriately dealing with Grievances lodged by Members.
- b) The Committee has overall decision-making power in relation to the validity of a Grievance and the appropriate means of responding.
- c) In certain circumstances, the Committee may depart from the requirements of this Code if it is appropriate in the circumstances.
- d) The Committee may modify this Code from time to time, as required based on the needs of Cougars Weightlifting Club.



2.3 Grievance process

- a) Each Grievance will be considered by the Committee, so as to determine its validity;
- b) and whether any formal response is required.
- c) The Committee have 15 business days from when the grievance is lodged by the member and from when the other party becomes aware of the lodgment to resolve the issue at a Club level.
- d) If the issue cannot be resolved within this time (including if one party refuses to participate) the matter will proceed to mediation (see 3.4 Mediation).
- e) In general, the following process will be implemented in response to a Grievance that the Committee determines requires a formal response:
 - (1) Initially, the Grievance will be dealt with via an informal meeting between at least two Committee Members and the complained of Member. This informal meeting will involve a discussion of:
 - i. the Grievance lodged;
 - ii. the impact on other Members; and
 - iii. the desired action or change in response.
 - (2) If the complained of actions or behavior persists after the informal meeting, the Member will be involved in a formal meeting with the Committee. This meeting will involve a discussion of:
 - i. the Grievance lodged;
 - ii. the impact on other Members;
 - iii. the desired action or change in response; and
 - iv. the potential consequences if the complained of actions or behavior persists.
 - (3) If the complained of actions, behavior continue to persist after the formal meeting, the Committee will determine appropriate penalties to be implemented in response.
 - i. Penalties may include:
 1. written apologies to other Members;
 2. temporary suspension of membership; and
 3. permanent termination of membership

2.4 Mediation

- a) To commence mediation, you must advise the secretary in writing within 10 business days that you have been unable to resolve the dispute with the other party. If your dispute is with another member, you must also advise committee of:
 - (1) the parties to the dispute (that is, you and the other party),
 - (2) what the dispute is about,
 - (3) the attempts made by you and the other party to resolve the dispute.
- b) The committee must ensure the matter is referred to mediation.
- c) The mediator must be a person chosen by agreement between you and the other party. If you cannot agree on a mediator, your mediator will be chosen depending on who you are in dispute with.
 - (1) If the dispute is between you and another member, a mediator will be appointed by the committee.
 - (2) If the dispute is between you and the committee, the mediator will be a person appointed or employed by a Queensland Government Resolution Centre.



- d) A mediator appointed by the agreement of the parties or by the committee may be (but does not have to be) a member or former member of the association.
- e) In no circumstances will the mediator be someone who:
 - i. has a personal interest in the dispute,
 - ii. is biased in favour of or against any party.
- f) The mediator cannot and must not determine how the dispute is to be resolved. Their role is to:
 - i. give each party every opportunity to be heard,
 - ii. allow due consideration by all parties of any written statement submitted by any party,
 - iii. ensure that natural justice is accorded to the parties throughout the mediation process.
- g) Any meeting or mediation session required may be conducted remotely by electronic means if agreed to by the parties.
- h) A party to a dispute may choose another person (with their consent) to represent them at any time during the grievance process.
 - i. The nomination and consent must be provided in writing to the other party, the management committee and, if relevant at the time the person consents to be the representative, the mediator.
- i) If the mediation process does not resolve the dispute, the parties may seek to resolve the dispute in accordance with the Act or otherwise at law.