

Heathcote Golf Club

Grievance Handling Policy

Overview

At Heathcote Golf Club (HGC) we aim to foster good relations amongst members, staff, visitors, employees and between employees and management.

We acknowledge that the enjoyment you experience at HGC is reflected in how well we all relate to each other, including other members, visitors and staff whilst you are at the Club.

We also acknowledge that problems can arise at the Club in our relationships with different people that may sometimes cause you to feel aggrieved. These problems can sometimes arise from the behaviour or decisions of members, visitor and staff.

The purpose of this policy is to allow us all to have such problems, referred to as grievances, addressed internally in a timely and confidential manner.

A grievance can be about anything done, or not done, by members, visitors or staff, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination, harassment, bullying or any other related decision or behaviour that you think is unfair, unjust or upsetting.

This Grievance Handling Policy outlines the procedures you should follow to try to resolve a grievance and also outlines the steps the Club will take to resolve your grievance if you make a formal complaint.

The Heathcote Golf Club may unilaterally introduce, vary, remove or replace this policy at any time.

What Are Your Options If You Have a Grievance?

In general, there are three options to consider if you have a grievance, being:

- 1. Deal with the matter informally.** A grievance can be dealt with informally by approaching those involved in your grievance, if you feel comfortable in doing so. You can tell them that their behaviour, decision, actions, etc. was unfair, offensive, discriminatory etc., and why you believe this to be so. The person may have been totally unaware of the effect of their behaviour or decision on you. By telling them you will give them a chance to redress the situation. This may not be appropriate in some cases, particularly if you do not feel comfortable speaking to the person.
- 2. Speak to a Committee Member.** If you do not want to speak to the person directly, you can tell a Committee Member about your grievance. They should be able to tell you what your options are. They may approach the person complained about and talk to them informally about your grievance. They may decide to take more formal action. Generally, they will seek your approval before doing anything – although sometimes they may decide that taking action will be necessary even if you do not wish them to do so (for example where failure to do so poses a health and safety risk). Alternatively, you may decide to make a formal complaint.
- 3. Make a formal complaint.** If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to a Committee Member. The written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s), the names of any witnesses, your signature and date of the complaint.

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If You Make a Formal Complaint How Will Your Grievance Be Handled?

Grievances will be handled in accordance with the following guidelines:

- Grievances will be treated with the utmost confidentiality (except where the Club deems it is necessary to disclose the complaint for the purpose of dealing with it effectively; disclosure will be no wider than is strictly necessary). It is important that you also maintain confidentiality and do not discuss your complaint with others, unless the Company gives you permission to do so;
- Any grievance will be taken seriously, handled impartially, and any steps taken will be in accordance with the principles of procedural fairness;
- Members, visitors or staff who raise grievances will be protected from victimisation;
- Grievances will be dealt with promptly, taking into account all the circumstances; and
- Generally, you may have a support person with you at any stage of the process.

The Investigation

Where a grievance cannot be resolved informally, and the Club deems an investigation is required, the matter will be investigated by such appropriate person as the Club deems appropriate. Usually this will be an internal investigation.

How the investigation is to be conducted is at the complete discretion of the Club. The following are general guidelines only.

- During the investigation, you will generally be interviewed first, following which any witnesses, the person against whom the complaint is made, and any other relevant people will be independently interviewed. Both you and the person against whom the complaint is made will generally be allowed to have a support person present when the interview is being conducted.
- If the complaint is substantiated, appropriate action will be taken.
- If the complaint is unsubstantiated, you will generally be given an explanation as to why that finding was made;
- If the complaint is found to have been fabricated or vexatious, appropriate disciplinary action may be taken against you up to and including termination of employment.

What Are The Possible Outcomes?

If the investigation reveals that your complaint is valid, a number of actions may be taken, depending on the nature of the complaint. The person against whom the complaint is made may be asked to give you a written apology, he/she may be given a written warning, counselling, or may be subjected to disciplinary action up to and including suspension or termination of membership.

If the investigation is inconclusive, i.e. the complaint cannot be proved due to lack of evidence or the conduct is not sufficiently serious to justify disciplinary action, the Club may nevertheless take a number of actions. These may include training and/or monitoring of relevant members' behaviour.

If the complaint is found to have been completely fabricated or raised vexatiously, appropriate action may be taken against you depending on the seriousness of the circumstances.

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Confidentiality

Heathcote Golf Club will ensure that any person raising a concern, a witness, an individual providing information or a support person will not be victimised or given any detrimental action. Such behaviour would be regarded as serious misconduct and may result in disciplinary action.

Concerns Raised Vexatiously

Heathcote Golf Club will not tolerate concerns raised vexatiously.

What If You Are Not Satisfied With The Outcome?

If you are not satisfied with the way in which your grievance was handled, you may have the option of raising your complaint with an outside agency, such as the Australian Human Rights Commission or the relevant State Anti-Discrimination Board and other bodies.