\*\*Grievance and Complaints Policy\*\*

\*\*1. Purpose\*\*

The purpose of this policy is to provide a clear and transparent process for addressing grievances and complaints within the Dogs Queensland affiliated kennel club. This policy aims to ensure that all members, participants, and stakeholders are treated fairly and respectfully, and that any issues are resolved in a timely and effective manner.

\*\*2. Scope\*\*

This policy applies to all members of the kennel club, including but not limited to, breeders, handlers, judges, and other participants in club activities. It also applies to any grievances or complaints arising from club events, activities, or decisions.

\*\*3. Principles\*\*

- \*\*Fairness:\*\* All parties involved in a grievance or complaint will be treated impartially and with respect.

- \*\*Confidentiality:\*\* The details of grievances and complaints will be kept confidential, and only those directly involved in the resolution process will have access to relevant information.

- \*\*Timeliness:\*\* Grievances and complaints will be addressed promptly to ensure timely resolution.

- \*\*Transparency:\*\* The process for handling grievances and complaints will be clear and transparent to all parties involved.

- \*\*Support:\*\* Support will be provided to all parties involved in a grievance or complaint to help them understand the process and their rights.

\*\*4. Lodging a Grievance or Complaint\*\*

4.1. \*\*Informal Resolution\*\*

- Members are encouraged to resolve issues informally through direct communication with the involved parties before lodging a formal grievance or complaint.

- If the issue cannot be resolved informally, a formal grievance or complaint may be lodged.

4.2. \*\*Formal Grievance or Complaint\*\*

- Formal grievances or complaints must be submitted in writing to the Club Secretary.

- The written submission should include the following details:

- Name and contact details of the complainant.

- A clear description of the grievance or complaint, including relevant dates, times, and locations.

- Names of any witnesses or other parties involved.

- Any supporting evidence or documentation.

\*\*5. Acknowledgment and Initial Assessment\*\*

- Upon receipt of a formal grievance or complaint, the Club Secretary will acknowledge receipt within 7 days.

- Upon receipt of a formal grievance or complaint, the Club Secretary will contact the respondent within 14 days.

- The Club Secretary will conduct an initial assessment to determine the appropriate course of action, which may include:

- Mediation or facilitated discussion.

- Referral to a sub-committee or independent investigator.

- Dismissal of the grievance or complaint if it is deemed frivolous, vexatious, or outside the scope of this policy.

\*\*6. Investigation\*\*

- If an investigation is deemed necessary, the Club Secretary will appoint an impartial investigator to gather information and evidence.

- The investigator will conduct interviews with relevant parties and review any documentation or evidence provided.

- The investigator will complete the investigation within 30 days, unless an extension is granted.

\*\*7. Resolution\*\*

- Based on the findings of the investigation, the Club Secretary or designated sub-committee will determine the appropriate resolution.

- Possible outcomes may include, but are not limited to:

- Mediation or facilitated discussion.

- Disciplinary action against a member.

- Implementation of corrective actions or changes to club policies.

- The complainant and any other relevant parties will be notified of the outcome in writing within 12 days of the resolution being determined.

\*\*8. Appeals\*\*

- If a party is dissatisfied with the outcome of a grievance or complaint, they may appeal the decision in writing to the Club President within 12 days of receiving the outcome notification.

- The appeal will be reviewed by an independent panel, which will make a final decision within 21 days.

- The decision of the independent panel is final and binding.

\*\*9. Record Keeping\*\*

- All documentation related to grievances and complaints will be securely stored and retained for a minimum of 7 years.

- Records will be kept confidential and only accessible to those directly involved in the grievance or complaint resolution process.

\*\*10. Review and Monitoring\*\*

- This policy will be reviewed annually by the Club Committee to ensure its effectiveness and compliance with relevant regulations and best practices.

- Any amendments to the policy will be communicated to all club members.

\*\*11. Contact Information\*\*

For further information or to lodge a grievance or complaint, please contact:

- Club Secretary

- Nanango Kennel CLub

- Po Box 533, Nanango, 4615

- nanangokennelclub@gmail.com

- 0418 282 832

This policy is effective as of [Date] and will be reviewed on [Review Date].

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