

Purpose:

Issues may arise within a group from time to time, which escalate into a complaint that requires an intermediary to play a consulting role between the parties involved.

The following process may help groups support those involved in the complaint to resolve the issue. Grievances should be carefully considered in a timely manner with fairness and respect, and the person making a complaint or airing a grievance is not disadvantaged/discriminated in anyway.

If the complaint is unable to be resolved within the group, then the SA Quilters Grievance Dispute Resolution Policy may provide further assistance in reaching an outcome acceptable to the parties.

Procedure:

1. A formal complaint is put in writing to the secretary/president of the group, who acknowledges in a timely manner.
2. The issue is considered as soon as practicable and in confidence. Steps towards resolution are documented.
3. If another party is involved, they are informed of the details and a meeting established between the parties with a selected mediator.
4. The complainant and respondent are informed of a decision or outcome in writing.
5. If no suitable resolution is made or there is further dissatisfaction with the handling of the complaint the matter can be referred to another nominated independent person, ie. SA Quilters, where the issue will be considered as soon as practicable and in confidence, at Team Leadership level.
6. If the grievance remains unresolved, the matter could be referred to the relevant body or commission dependent on the nature of the complaint.

Notes: see also **Policy: Code of Conduct**, **Policy: Grievance and Dispute Resolution**

Correspondence:**Resources:**

- Policy: Grievance and Dispute Resolution
- Policy: Code of Conduct
- Quilters' Guild of South Australia Inc. Constitution
- SA Quilters Policies - <https://www.saquilters.org.au/constitution-agm/>
- South Australia Associations Incorporation Act 1985 (Current Version 1.2.2010)
- South Australia Volunteers Protection Act 2001 (Current version 15.1.2002)
- <https://www.legislation.sa.gov.au/legislation>