

## Complaints & Dispute Resolution Procedure

1. This policy is intended for use for any dispute under the Rules by a member who wishes lodge a complaint or grievance with regard to:
  - a) A dispute with another member which directly relates to the chamber, chamber matters or chamber activities;
  - b) Any decision made by the Chamber, Management Committee or Board Member; and
  - c) The personal or professional conduct of any individual Chamber Committee, Board Member, employee or contractor, directly relating to or impacting upon the Chamber, chamber matters or chamber activities.

2. Any person with a complaint or grievance with regard to the matters set out above may lodge written notice of their complaint or grievance with the Secretary of the Chamber by email to [secretary@sgc.org.au](mailto:secretary@sgc.org.au).

If the grievance or complaint pertains to the conduct of the Secretary, then the complaint should be lodged in writing with the President by email to [President@sgc.org.au](mailto:President@sgc.org.au).

3. All complaints shall be dealt with confidentiality and no party to the complaint shall publish any details, or disclose copies of documents, relating to the complaint or the complaint resolution process.
4. If a member has initiated the complaint procedure in relation to a dispute between the member and the association, the association must not take disciplinary action against any of the following persons in relation to the matter the subject of the complaint until the complaint procedure has been completed—
  - (a) the member who initiated the complaint procedure (the **complainant member**);
  - (b) a member of the association appointed by the complainant member to act on behalf of the complainant member in the complaint procedure.
5. Any Committee or Board member who is the subject of any complaint or dispute;
  - a) Must recuse themselves from partaking in any vote or decision associated with the complaint; and
  - b) May be stood down or suspended by the Board until the complaint is resolved.
6. A member may appoint any person to act on their behalf with respect to the complaint. Should the member be legally represented, then other members, committee or board members are also permitted to be legal represented during the complaint process.
7. Within one month of receipt of written notice of a grievance or complaint with respect to the matters set out above, the Secretary or President of the Chamber shall convene a meeting to resolve the matter.

At any such meeting, the member/s who lodged the complaint and any member named in the complaint shall be given the opportunity to fully present their case, and the Management Committee / Board shall likewise have the opportunity of presenting its or their case if necessary.

The Management Committee / Board shall seek to resolve the grievance and then vote on the outcome to confirm those in favour of the motion and those against for the purpose of minuting requirements.

## **Complaints & Dispute Resolution Procedure (Cont.)**

8. In the event that the complaint cannot be resolved by the Committee or Board at a meeting, or is too conflicted to resolve the matter, then within one month of the meeting, the parties to the complaint and the committee/board will consult with the Department of Justice South Queensland Dispute Resolution Centre for mediation to try and resolve the matter, or such impartial mediation or dispute resolution service as agreed between the committee/board and the members involved in the grievance.

### **Department of Justice South Queensland Dispute Resolution Centre**

**Address:** Level 1 / 363 George Street, Brisbane Qld 4001

**Email:** [drc.sg@justice.qld.gov.au](mailto:drc.sg@justice.qld.gov.au)

**Phone:** (07) 3738 7000; 1800 017 288 (toll free outside Brisbane)

**Fax:** (07) 3738 7028

The secretary shall maintain a record of all complaints, including all documents and correspondence relating to the complaint, and monitor the progress of all complaints.