



C&WM Grievance Procedure

v03.17

This procedure is outlined under *Procedures Part C* in the document entitled, *Sporting Shooters' Association of Australia (South Australian Branch) Incorporated Member Protection Policy*.

The procedure aims to embody the Core Values and Code of Conduct of the SSAA. The procedure presented here has been adapted to reflect the Conservation and Wildlife Management (SA) Inc. (C&WM) framework and Constitution.

The attached *Grievance Flow Chart* identifies the three levels at which issues may be dealt: Local or Club; State; and National. The procedure given here applies to the Local or Club Level. Further information is available from our Member Protection Information Officer (MPIO).

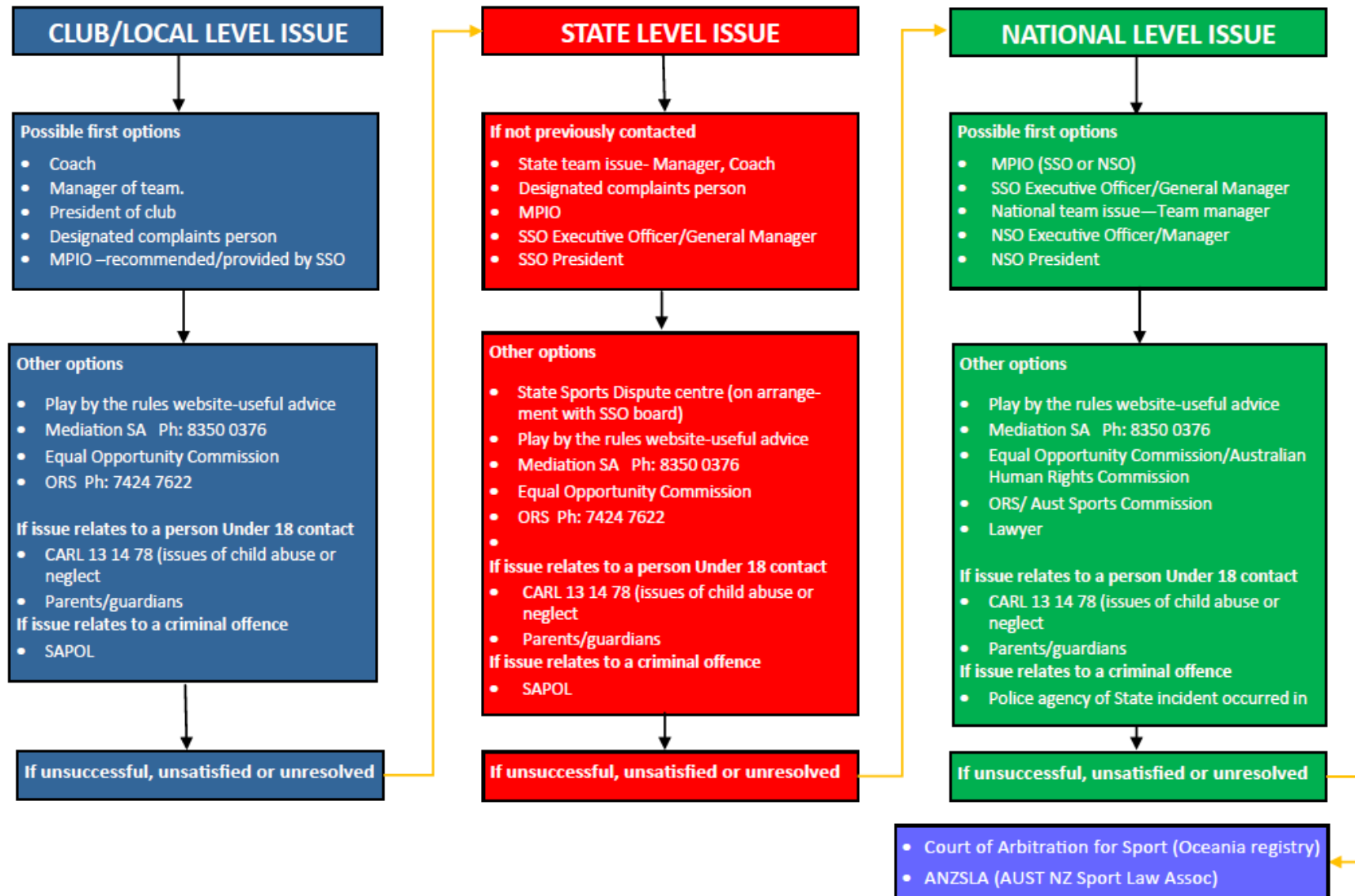
Procedure

If a grievance or complaint is made against a person and alleges that the person has committed an act contrary to the provisions of the Member Protection Policy, or has conducted him/her-self in a manner which has the potential to seriously upset another member, or has the potential to discredit C&WM, then such a grievance or complaint will go through the following steps:

1. If the grievance occurs during a C&WM activity, and is at a level whereby it can be mediated and resolve quickly and fairly by the Activity Coordinator or, in their absence the, Team Leader, then this process would be deemed appropriate. In the event the Team Leader mediates the grievance, they will provide information to the Activity Coordinator regarding the situation and outcome during their debriefing. The key in this situation is that a mutual resolution is accepted by all parties concerned.
2. After the grievance has been reported to the Activity Coordinator or Team Leader, and if the grievance or complaint is considered serious, the following steps are required by the aggrieved person:
 - a) write or type up the incident in a clear and legible manner;
 - b) include the nature of the grievance or complaint and the name(s) of any witnesses;
 - c) state the location, time and date of the alleged breach;
 - d) include any other information or material as considered appropriate;
 - e) the person who has the grievance or complaint must date and sign the letter;
 - f) place the letter in a sealed envelope marked "*Private and Confidential - To Be Opened By Addressee Only*", addressed to; the President; SSAA - C&WM (SA) Inc. (it is left open to the complainant if they wish to email their grievance to the President and include the Vice President or Secretary of C&WM in the correspondence).
3. The complaint will be dealt with in utmost confidentiality. The President will confer with his Executive associates (Vice President, Secretary, Assistant Secretary and Treasurer); the MPIO/Public Officer and other Council members as is required. Note that Subsections 20.3 and 20.4 of the C&WM Constitution allows for any member to lodge a petition or grievance directly to the Public Officer.
4. The grievance or complaint will be investigated by the MPIO/Public Officer according to an established resolution process (please contact the MPIO regarding the *Grievance and Conflict Resolution Processes* document)."

Complaints Flowchart – SA

Always start at the level that the incident occurred and always refer to your organisation’s Member Protection Policy



MPIO – Member Protection Information Officer / SSO – State Sport Organisation / ORS – Office for Recreation and Sport / CARL – Child Abuse Report Line / NSO – National Sport Organisation

Source: www.playbytherules.net.au (2015)

Reviewed and endorsed by the C&WM Council of Management on: 14/11/2017(originally created 18/06/2013)

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