



08 GRIEVANCE & APPEAL PROCEDURE.

Steps to take:

- Maintain confidentiality throughout the process and ensure the member understands this will be adhered to throughout the process
- Ask questions, listen with empathy to the complaint, thank the member for bringing the matter to your attention and make no judgement on the issue
- Record factual details of the complaint including date and time.
- Ensure all facts and details are gathered from all parties involved
- Listen with respect and treat all people fairly
- Ensure a solution focused approach is maintained throughout the discussions
- Act quickly and set a time frame.
- Communicate clearly throughout the process so that all parties understand the progress and steps being taken
- Don't make promises you can't keep
- Follow up and record outcome.
- If the issue cannot be resolved or if a solution is difficult to gain the Club will access the DBSA Member Protection Information Officer for further information and support

Endorsed by SADA Committee	21/10/2023
Date these procedures apply from:	21/10/2023
Review date:	22/10/2025