



SYC Complaints and Disputes Resolution procedures

Purpose

This procedure describes how disputes within the club are to be handled.

General Overview

The House Committee will be the forum where most complaints and internal disputes may be resolved through informal and then formal procedures. However serious misconduct issues will be directed to the Management Committee. Refer the SYC Constitution (Clause 21).

If internal disputes are not resolved within the specific timeframes set out within this procedure, the complaint or dispute will be directed to the Management Committee for further action. Both informal and formal procedures must be fair and non-discriminatory, and deal with complaints and disputes promptly within a total period of approximately 60 days.

Informal procedures (direct communication between parties) are the most appropriate first step for managing complaints and disputes between the members, guests and visitors of the SYC. However if informal discussions fail, then a formal procedure is followed.

Steps involved in the informal procedure

1. The person making the complaint approaches the General Manager or a person designated to deal with complaints and disputes such as the chair of the House Committee to discuss the matter/s.
2. The person receiving the complaint needs to obtain as much information and evidence as possible, evaluate the grievance/dispute and explore options for resolution within seven days.
 - 2.1. Names, address, membership details, parties involved, location, date and event details are required to be obtained for club records.
3. The person making the complaint should be advised of his or her right to submit a formal complaint or dispute if he or she is not satisfied with the decision and outcome of



the informal process. The complainant shall write to the General Manager within seven days providing notice of intention to follow the formal procedure.

Steps involved in the formal procedure

1. If informal discussions fail to resolve a complaint or dispute, a formal letter outlining the complaint or dispute to be submitted to the General Manager or Chair of the House Committee.
2. The complainant must set out all the details of the complaint or dispute within seven days of the notice of intention.
3. The General Manager or Chair of the House Committee attempts to resolve the matter with the parties involved within seven days of receiving the letter of complaint/dispute
4. If the complaint involves another person or persons, it is necessary for the General Manager or Chair of the House Committee to discuss the matter with the other person or persons concerned to get their side of the story.
5. If there is a dispute between two or more people, mediation may be recommended at this stage, where an impartial third party attempts to assist the parties to resolve their dispute.
 - 5.1. The mediator may be a member of the committee or an external person in specific circumstances if conflict of interest occurs. The mediator must be acceptable to the parties and should not have any stake in the outcome. The mediator facilitates the discussion between the parties and guides them towards a solution. Each party is given a fair opportunity to state their case.
 - 5.2. The mediator does not decide the dispute or impose a solution on the parties.
 - 5.3. The role of the mediator is to assist the parties to find their solution.
6. If mediation fails or it is not considered appropriate in the circumstances, the matter is referred to an impartial disputes committee nominated by the Commodore or appropriate Flag Officer in instances where the Commodore may be conflicted.
7. The disputes committee (which may be the Management Committee) invites the disputing parties to attend a hearing and gathers all the necessary information needed to make a decision.
8. At the hearing the parties have an opportunity to outline the basis of the dispute, to present documentation and call persons. Where the dispute involves complex issues the parties may be entitled to professional legal representation if all parties agree.



9. The committee sums up the issues and after considering all the information presented to them, the committee makes a decision. The committee informs the parties of their decision or recommendations.
10. After the hearing and after a decision has been reached, the disputing parties may appeal against a decision or recommendation made by the committee, under the guidelines of the SYC Constitution and Bylaws.
11. The committee should keep detailed and accurate notes of the hearing and the outcome.
12. Any formal letter requesting formal procedures to be followed to resolve a dispute may be withdrawn at any time.