

1 **GRIEVANCE PROCEDURES.**

- 1.1 The Member should state whether they require a written response only or a hearing before the Committee.
- 1.2 The Secretary or Club Captain will acknowledge the communication and advise the Member of the next Committee meeting date at which the matter can be discussed. If a personal hearing has been requested the Member will be advised of the time and venue.
- 1.3 If a personal hearing has been requested the Member will be entitled to be accompanied by another Member of the Club or any person of their choosing.
- 1.4 The Committee will be advised in advance of the Committee meeting that a grievance is to be considered and in the case of a personal hearing at what time the Member will attend.
- 1.5 Following the discussion or hearing at the Committee meeting, the complainant, or any representative that had been invited to such a meeting, will be provided with a copy of the minutes covering the grievance and the outcome.
- 1.6 In this regard the matter will remain confidential between the complainant and the Committee.