



To preserve heritage, protect integrity and advance Highland Cattle in Australia through herd registration, education, promotion and fellowship

AHCS GREIVANCE AND COMPLIANTS POLICY

PURPOSE

To ensure that grievances / complaints raised by AHCS members (including members of the Council), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

POLICY



It is recognised that people associated with the AHCS will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. The AHCS Council believes that:

- Members have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect – (innocent until proven guilty)
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing
- A member making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Council it will be considered in a timely and confidential manner and documented together with the steps towards resolution.

PROCEDURES

Steps to Making a Complaint / Achieving Resolution

- Speak to the individual (member / staff member / Councillor) causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions.
- Speak to a Council Member for advice on possible solutions and/or intervention.
- Make a formal complaint in writing to the Council, via the Executive Officer at ABRI.
- Refer to the AHCS Constitution, Grievances or Disciplinary Action if a suitable resolution cannot be reached.
- Refer the complaint to the Equal Opportunities Commission, the Industrial Relations Commission or relevant body, if a suitable resolution has not been reached by using all other documented procedures.

AHCS Grievance and Complaints Policy / Procedures		Approval Date:	14 May 2020
		Review Date:	
		Version No:	1
President:	Sign: 	Name: Scott Carter	
Secretary:	Sign: 	Name: Jeanette Rawlings	



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Seeking Resolution

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

Formal Complaint Procedure



A person who chooses to make their grievance or complaint formal must do so in writing to the Council.

The AHCS Council should refer to the Rules set out in the Constitution for Grievance Resolution Procedures

- Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns the President) for discussion and recording.
- Contact will be made with the complainant within 7 days of the receipt of the complaint.
- If another party is involved, they will be fully informed of the full details of what is being said and a meeting will be established between the parties with a selected mediator.
- If the grievance is substantiated and unresolved the matter will be referred to the next Council Meeting or if deemed more urgent, an Urgent Meeting will be called. This may also involve the parties concerned
- The complainant and respondent will be informed of a decision in writing.

If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.

- If the grievance remains unresolved, the matter should be referred to the relevant body / Commission dependent on the nature of the complaint.
- The complainant may seek the assistance of an agent throughout this process.

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