



NORTHERN BMX

MEMBER GRIEVANCE PROCEDURE



1. PURPOSE

This procedure aims to provide a fair and transparent process for resolving grievances that may arise between members, the Committee, and the Club, in accordance with Section 27 of the Northern BMX Club Constitution.

2. SCOPE

This procedure applies to disputes under the club rules and to incidents occurring at competitions, activities, or events of the Club between or involving:

- A member and another member
- A member and the Committee
- A member and the Club

3. EXCLUSIONS

- This procedure does not apply to matters that are the subject of a disciplinary procedure until the disciplinary procedure has been completed (Rule 27(b)).
- A member cannot initiate a grievance procedure unless they do so within 14 days of the dispute coming to the attention of each party (Rule 28(a)).

4. PROCEDURE

Step 1: Informal Resolution (Rule 28)

- The parties involved in the dispute must first attempt to resolve the matter informally between themselves.
- This may involve a face-to-face meeting or communication using technology that allows for clear and simultaneous communication (e.g., video conferencing).
- The parties must attempt to resolve the dispute within 14 days of the dispute coming to the attention of each party.

Step 2: Notification and Mediation (Rule 29)

- If the parties cannot resolve the dispute informally within 14 days, they must, within 10 days:
 - Notify the Committee of the dispute in writing, providing details of the grievance.
 - Agree to or request the appointment of a mediator.
 - Attempt in good faith to settle the dispute by mediation.

4. PROCEDURE (CONTINUED)

Step 3: Appointment of Mediator (Rule 29(b))

- The mediator will be:
 - A person chosen by agreement between the parties.
 - If the parties cannot agree on a mediator:
 - For disputes between members: a person appointed by the Committee.
 - For disputes between a member and the Committee or the Club: a person appointed or employed by the Dispute Settlement Centre of Victoria.

Step 4: Mediator Qualifications (Rule 29(c))

- A mediator appointed by the Committee:
 - May be a member or former member of the Club.
 - Must not have a personal interest in the dispute.
 - Must not be biased in favor of or against any party.

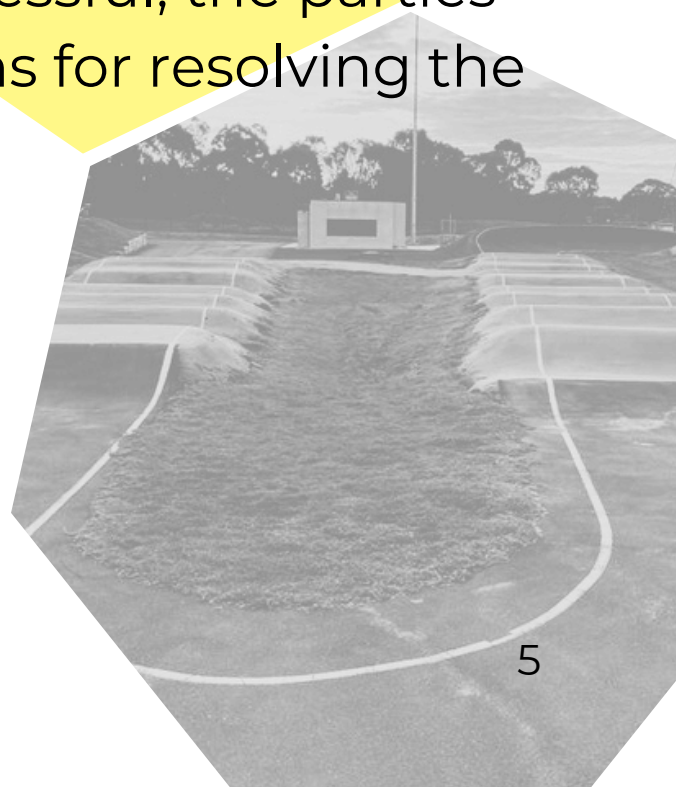
4. PROCEDURE (CONTINUED)

Step 5: Mediation Process

- The mediator will facilitate a structured process to help the parties reach a mutually acceptable resolution.
- The mediation process will be confidential.
- The mediator will not make a decision or impose a solution but will help the parties to:
 - Clarify the issues
 - Explore options
 - Reach an agreement

Step 6: Outcome

- If the mediation is successful, the parties will sign a written agreement outlining the resolution.
- If the mediation is unsuccessful, the parties may consider other options for resolving the dispute, such as:
 - Further negotiation
 - Seeking legal advice



5. CONFIDENTIALITY

All parties involved in the grievance procedure must maintain confidentiality throughout the process.

6. RECORDS

The Committee will maintain records of all grievances and their outcomes.

7. REVIEW

This procedure will be reviewed periodically by the Committee to ensure its effectiveness.

8. CONTACT

If you have any questions or concerns regarding this procedure, please contact the Club Secretary:
admin@nbmx.com.au.

GLOSSARY

Club: Refers to the Northern BMX Club as a whole, including its members, committee, and operations.

Committee: The governing body of the Northern BMX Club, responsible for overseeing club operations and resolving grievances.

Confidential: Information shared during the grievance procedure that must be kept private and not disclosed to others.

Disciplinary Procedure: A separate process for addressing violations of club rules or misconduct, distinct from the grievance procedure.

Dispute: A disagreement or conflict between parties, such as members or a member and the Committee, that requires resolution.

Dispute Settlement Centre of Victoria: An independent body that can provide mediators for grievance resolution.

Grievance: A formal complaint or expression of dissatisfaction by a member regarding a club-related matter.

Informal Resolution: The initial step in resolving a grievance, where parties attempt to reach a solution through direct communication.

Mediation: A structured process facilitated by a neutral third party (mediator) to help parties reach a mutually agreeable resolution.

Mediator: A neutral third party who facilitates the mediation process, helping parties communicate and explore solutions.

Member: An individual who has registered and paid membership fees to participate in Northern BMX Club activities.

Negotiation: The process of discussion and compromise between parties to reach a resolution.

Notification: The formal process of informing the Committee in writing about the details of the grievance.

Outcome: The result of the grievance procedure, which may be a written agreement or a decision to pursue other resolution options.

GLOSSARY

(CONTINUED)

Party/Parties: The individuals or groups involved in the grievance or dispute.

Resolution: The agreed-upon solution or settlement of the grievance or dispute.

Section 27 of the Northern BMX Club Constitution: The specific section of the club's constitution that outlines the rules and procedures for resolving grievances.

Written Agreement: A formal document signed by the parties involved, outlining the agreed-upon resolution of the grievance.

KEY CONTACTS

Northern BMX Director - Rhiannan Preston

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Report a Policy Breach Matter:

<https://www.nbmex.com.au/reporting>



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