

Second-Wind Ensemble Inc Grievance Policy and Procedure

Definitions

Grievance: A wrong or hardship suffered (real or perceived)

Complaint: An expression of grievance

Policy

In making a complaint, all members have the right to:

- be treated with respect and impartiality and provided with support at all times
- have the principles of natural justice and procedural fairness observed. This means:
 - complaints must be fully described by the person with the grievance
 - (if applicable) the person who is the subject of concern must be informed of all allegations and must be provided a full opportunity to put forward their case
 - all relevant submissions and evidence must be considered
 - irrelevant matters must not be taken into account
 - the decision-maker must be impartial, fair and just
- investigations and proceedings that are conducted honestly, fairly and without bias, and without undue delay.

It is the responsibility of all parties to participate fully in the resolution process in good faith. Confidentiality must be respected and maintained at all times within the constraints of the need to fully investigate the matter, subject to any legal requirements for disclosure and consistent with the principles of natural justice.

Procedure

Step 1

The member should attempt to resolve the complaint as close to the source as possible, generally by discussing the issue with the person involved. This step is quite informal and verbal. Should the member not feel confident in discussing the matter, they should proceed to Step 2.

Step 2

The member should notify the president, or another committee member if desired, as to the substance of the grievance and state the outcome sought. All relevant parties should then convene as appropriate and seek a resolution.

NOTE:

If a grievance relates to unlawful activity, Second-Wind Ensemble may be obligated to take further action in accordance with relevant laws.