



Dispute Resolution and Complaints procedure

To maintain a harmonious and efficient environment, it is essential to have a robust dispute resolution and complaints procedure in place. This ensures that any issues or grievances are addressed promptly and fairly. For full details of our policy, please refer to our constitution available at the Incorporated Societies Register or contact Gymnastica Gym Club Inc directly for a copy.

Initial Discussion

Raise the Issue: The individual with a complaint should first attempt to resolve the issue informally by discussing it directly with the person involved.

Document the Issue: It's helpful to make a note of the incident, including dates, times, and details of what occurred, to have a clear record.

Escalation to Management

Formal Complaint: If the issue cannot be resolved informally, the complainant should submit a formal written complaint to the club committee
gymnastica@xtra.co.nz

Acknowledgment: The committee should acknowledge receipt of the complaint promptly, ideally within 48 hours.

Investigation

Assign an Investigator: The club committee will review and decide on the who should be appointed to examine the details of the complaint.

Gather Information: The investigator will collect all relevant information, including interviews with involved parties and any witnesses.

Resolution

Decision Making: Based on the investigation, a decision will be made regarding the complaint. It is important that this decision is fair, unbiased, and well-documented.

Communicate the Outcome: The outcome of the investigation should be communicated to all parties involved, along with any proposed actions or resolutions.



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Follow-up

Implementation of Solutions: Any agreed-upon solutions or disciplinary actions should be implemented in a timely manner.

Monitor the Situation: Follow up with the involved parties to ensure that the solution is effective and that the issue is resolved.

Appeal Process

Right to Appeal: If the complainant is not satisfied with the outcome, they should have the right to appeal the decision.

Referral of Complaints

External Investigation: Complaints may be referred to subcommittees or external entities for investigation and decision-making.

Consensual Dispute Resolution: With the consent of all parties, complaints can be referred to consensual dispute resolution methods such as mediation, facilitation, or tikanga-based practices.

Record Keeping

Maintain Records: All documentation related to the complaint and its resolution should be stored securely for future reference and compliance purposes.

This procedure ensures that disputes are managed efficiently, maintaining trust and transparency within the organisation.