

1. Purpose and Scope

Members are advised that the Society's Grievance Procedure should be used if they have a grievance or complaint to do with the society or fellow members. However, it is hoped that the matter can be resolved informally prior to making a formal complaint. A member should first talk to a committee member or if the employee feels unable to approach a member of the committee, then they should talk to the Society's President.

2. Formal Grievance

If the matter is serious and/or a member wishes to raise the matter formally, they should set out the grievance in writing to the committee. The contents of the letter should keep to the facts and avoid language that is insulting or abusive.

Where a member's grievance is against the committee or a member of the committee and they feel unable to approach him or her with the letter, they should hand the letter to the Society's President.

3. Grievance Hearing

Normally, within 2 weeks of the committee or President receiving the formal grievance letter, the member will be invited to discuss their grievance either with two committee members, which if appropriate will include the Society's President.

Members have the right to be accompanied by a fellow member or relative at this meeting if a reasonable request is made.

Usually within 2 weeks after the meeting, the member will receive a decision in writing.

4. Appeal

Members who are unhappy with the decision may wish to appeal. If this is the case, members should set out their appeal in writing giving their reasons for the appeal.

Normally, within 2 weeks of the society being notified that the member wishes to appeal against a decision, the member will be invited to discuss their appeal either with two committee members, which if appropriate will include the Society's President.

Once again, members have the right to be accompanied by a fellow member or relative at this meeting if a reasonable request is made.

Usually within 2 weeks after the appeal meeting, the member will receive a decision in writing from the committee. This decision is final.