



## Monash University Rowing Club Dispute Resolution Policy

### **1. Purpose**

To encourage open and honest discussion of problems and conflict issues in the interest of reaching fair and acceptable solutions internally without recourse to external processes or bodies, such as Monash Sport.

Ultimately, through ensuring fair and consistent treatment of members, to foster an open and trusting relationship throughout the Club.

### **2. Policy Coverage**

This policy extends only to members the Monash University Rowing Club.

### **3. Policy Statement**

To have complaints or concerns dealt with fairly and efficiently at the lowest possible level.

### **4. Procedures**

1. The complainant will raise the matter with the other party to the complaint to explore whether the concern can be rectified in the first instance.
2. If the complainant is not comfortable in raising the complaint directly, or the concern has not been resolved through consultation, the complainant shall provide the details of their concern in writing to the club either through the Presidents, Secretary or HR Representative.
3. The concern will be acknowledged by the Club within seven days of advice.
4. The Presidents will meet with the parties to gain an understanding of the complaint and explore possible resolution.
5. The concern will be investigated either by the Presidents or nominated delegate. The Club may consider if an externally investigator should be appointed to undertake the investigation.
6. All matters relating to the concern will be kept confidential.
7. Documentation will be kept of all meetings and provided to the parties.
8. An outcome of any investigation may be
  - i. There are no grounds for the complaint.
  - ii. There are grounds for the complaint and also, there are grounds for disciplinary action in accordance with the constitution.
9. The Club may also refer the matter to external processes to explore resolution of the matter at any time.
10. The Club will, with the advice of external processes if necessary, determine the course of action applicable to the situation.