

# Club Grievance Procedure

“Member” means a Member of this Club

“Board of Directors” means the Board of Directors of this Club.

- (i) The Grievance Procedure applies to disputes between a Member and another Member.
- (ii) The parties to a dispute must attempt to resolve the dispute between themselves as soon as possible.
- (iii) If the parties to a dispute are unable to resolve the dispute between themselves within fourteen (14) days of the dispute coming to the attention of each party then the parties must as soon as practical –
  - (a) Notify the Board of Directors of the dispute and;
  - (b) Agree to the appointment of a Mediator and;
  - (c) Attempt in good faith to settle the dispute by Mediation
- (iv) The Mediator must be:-
  - (a) A person chosen by agreement between the parties or;
  - (b) In the absence of agreement, a person appointed by the Board of Directors.
- (v) A Mediator appointed by the Board of Directors may be a member or former member of the Club but in any case must not be a person who:-
  - (a) Has a personal interest in the dispute or;
  - (b) Is biased in favour of or against any party
- (vi) The Mediator to the dispute, in conducting the Mediation, must
  - (a) Give each party every opportunity to be heard;
  - (b) Allow due consideration by all parties of any written Statement submitted by any party and;
  - (c) Ensure that natural justice is accorded to the parties throughout the Mediation Process.
- (vii) The Mediator must not determine the dispute.
- (viii) If the Mediation Process does not resolve the dispute the parties or any one of them may request the District Governor to invoke the Club Dispute Resolution Procedure.