



Procedure for Handling Grievances

1.0 Purpose

Describe the process to be followed when a grievance is raised.

2.0 Scope

This procedure applies to all Members of and Visitors to Penrith Golf Club (the Club).

3.0 Responsibilities

Office Volunteer(s) - Implement this procedure.

Assistant Secretary - Maintain and Implement this procedure, ensuring that volunteers read and accept the Club *Privacy Policy*, its *Protecting Personal Data Procedure*, and sign the *Volunteer Data Protection Agreement* before being shown this procedure.

4.0 Method

- 4.1 If the Club receives a complaint or grievance concerning a member it will invoke the following procedure, the purpose being to sort out in an informal manner any minor misunderstandings or unintended offensive behaviour.
- 4.2 The Club will appoint an impartial member ("IM") from its General Committee.
- 4.3 The ("IM") will invite the member to attend a meeting to discuss the grievance/complaint. The member will be informed in writing of the nature of the complaint / grievance. The member may be assisted at such meeting either by a colleague or fellow member.
- 4.4 The meeting must not take place unless the member has had a reasonable opportunity to consider his/her response to the complaint/grievance.
- 4.5 The member must take all reasonable steps to attend the meeting. If the member does not attend the meeting then the IM may consider the grievance/complaint in his/her absence, adjourn the hearing or take such other action as he deems necessary.
- 4.6 After the meeting, the IM will inform the member in writing of his/her decision concerning the complaint/grievance and his/her decision is final.

5.0 Related Documents

[2019-012 Procedure for Logging into ClubV1](#)

[PL2019-014 Privacy Policy](#)

[PR2019-002 Protecting Personal Data](#)

[Volunteer Data Protection Agreement](#)

6.0 Record of Approval

Role	2021 Responsible Persons	Approval Date
Management Committee	Javid Latif	02 April 2021

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