

Grievance Management Procedure

This Grievance Management Procedure (GMP) is provided to assist the Albany Art Group (AAG) deal with issues in a timely and fair manner, and in accordance with the Constitution and any By-Laws as developed from time to time.

The GMP will enable the AAG to deal with issues of unacceptable conduct and other breaches of standards which an AAG Member wishes to refer for resolution, which will enable the Committee to take the necessary action.

Steps in Managing a Grievance

A Grievance can range from a minor concern to a serious complaint, and how it is dealt with will depend on the nature of the Grievance.

The AAG aims to encourage open and honest communication, and understands it is important for members to feel confident that they are able to raise their concerns and that their concerns will be treated respectfully.

1. If your issue is a minor concern then the first step is to deal with the issue at the lowest level and raise the matter directly with the person/people involved if you are happy to do so.
2. If you are not able or confident to deal with the matter there and then and want assistance then you should contact the AAG Grievance Contact Officer.
3. If the matter is more serious then it should be referred to the Committee to assist in resolution
4. The AAG Grievance Contact Officer will advise you on the process and help you refer the matter to Committee. However the Contact Officer does not get involved in helping to resolve the issue.
5. Put in writing what the grievance is giving examples where needed.
6. Provide the following information:
 - a. Date/time of the incidents/behaviours you are referring to
 - b. The parties involved
 - c. A description of the incident/behaviours
 - d. The names of any witnesses
 - e. Your contact details
 - f. The document can be placed in a sealed envelope in the AAG pigeon hole at the VAC or emailed to albanyartgroup@yahoo.com (only Committee Members have access to this email account). Or you may forward it to The Grievance Contact Officer after discussions.
7. Your grievance will be managed by the Committee in accordance with the detailed grievance management procedures documented in the AAG Rules of Association (Constitution). A copy is available on the AAG website
8. Your Grievance will be kept confidential, and viewed only by the relevant Committee Members
9. You will be consulted over how the Committee plans to manage your grievance.
10. It is the Committee's decision on how a particular matter is dealt with, whilst ensuring the Dispute Resolution Processes in the Constitution are complied with.
11. **IMPORTANT.** During the Grievance Management Process, you must keep the matter confidential, and must not spread information about your concerns to other AAG members or to external contacts.