

# Genealogical Society of Queensland Inc (GSQ)

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Wishart Qld 4152



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|  |                  |                              |  |                    |         |
|--|------------------|------------------------------|--|--------------------|---------|
| <b>POLICY NAME</b>   | Grievance Policy |                              |  | <b>POLICY NO.</b>  | GSQ A 1 |
| <b>EFFECTIVE DATE</b>  | 1.331.2024       | <b>DATE OF LAST REVISION</b> | May 2013   | <b>VERSION NO.</b> | 1a      |
| <b>ADMINISTRATOR RESPONSIBLE</b>   | Secretary        | <b>CONTACT INFORMATION</b>   | <a href="mailto:secretary@gsq.org.au">secretary@gsq.org.au</a> |                    |         |
| <b>APPLIES TO</b> Apply group names to define applicable areas of staff. |                  |                              |  |                    |         |
| <b>GROUP 1</b>   | Administration   | <b>GROUP 2</b>               |  | <b>GROUP 3</b>     |         |
| <b>GROUP 4</b>   |                  | <b>GROUP 5</b>               |  | <b>GROUP 6</b>     |         |

| VERSION HISTORY |             |               |                         |             |
|-----------------|-------------|---------------|-------------------------|-------------|
| VERSION         | APPROVED BY | REVISION DATE | DESCRIPTION OF CHANGE   | AUTHOR      |
| V1a             |             | 23.1.2024     | Modification of Wording | Kate Peters |
|                 |             |               |                         |             |
|                 |             |               |                         |             |
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## REVIEW AND APPROVAL

The Grievance Policy is to be reviewed annually by the Vice President in conjunction with the Secretary. The reviewed Policy is to be approved annually by the Management Committee following the Review.

## ADDITIONAL NOTES

## SCOPE

## POLICY STATEMENT

The Policy is a set of guidelines for handling the Grievance procedure for Members or external parties.

## TERMS AND DEFINITIONS

Define any acronyms, jargon, or terms that might have multiple meanings.

| TERM                      | DEFINITION  |
|---------------------------|---|
| <b>Complainant member</b> | means a member who has a dispute or grievance with another member or members, with the Management Committee, or with the association. |
| <b>Society</b>            | Means the Genealogical Society of Queensland  |
|                           |   |
|                           |   |

## POLICY SECTIONS

The Grievance procedure is set out in Clause 18 of the Constitution.

The Constitution can be viewed at <https://www.gsq.org.au/about-us/gsq-constitution-and-by-laws/>

It sets out the procedures for dealing with grievances between various parties, i.e. between a member of the Society and another member or members, or between a member and the Management Committee, or between a member and the Society. The grievance procedures provide for:

- The parties to try to resolve the matter between themselves
- If this is not successful, to refer the matter to the Management Committee of the Society
- For appointment of independent unbiased mediators
- If mediation is unsuccessful for seeking further action under the Association Incorporations Act or other law.

This Policy sets out requirements that are supplementary to the Constitution but do not take precedence over the Constitution.

The Policy and supporting procedures of the Society accept responsibility to:

- a) Recognise and protect any complainant member's right to complain;
- b) Ensure that there is an accessible, easy-to-use, and well publicised Grievance procedure;
- c) Treat any complaint as a clear and valid expression of dissatisfaction;
- d) Recognise the need for fairness to both the complainant, and the object of the complaint;
- e) Respond to Grievance promptly and politely and where appropriate confidentially;
- f) Respond in the right way, by explanation and apology where mistakes have been made, and information and advice where remedial, preventive or improvement action is taken;
- g) Record, assess and review Grievance with a view to using them to improve services and processes.

Complainants wishing to follow the Grievance procedure may do so by forwarding their complaint in writing to the Secretary.

## EXCEPTIONS

No exceptions scheduled.

## Attachments

## ROLES AND RESPONSIBILITIES

| ROLE             | RESPONSIBILITY                                |
|------------------|---|
| <b>Secretary</b> | To record any Grievance submitted in writing. |
| <b>President</b> | To conduct review of Complaint                |
|                  |   |

## CONTACTS

| SUBJECT | CONTACT          | PHONE | EMAIL                |
|---------|------------------|-------|----------------------|
|         | <b>Secretary</b> |       | secretary@gsq.org.au |
|         | <b>President</b> |       | president@gsq.org.au |