



GRIEVANCE PROCEDURE

The purpose of the grievance procedure is to enable the resolution of any dispute that may arise between members pertaining to the operation of the Bundaberg Pottery Group inc.

To start the grievance procedure, the aggrieved party must advise the other party of the grievance in writing. Both parties have 15 days to try to resolve the issue between themselves. If the grievance cannot be resolved in that time, including a refusal to participate, the matter will proceed to mediation. The parties will have 10 business days to advise the secretary of Bundaberg Pottery Group Inc. that they wish to take the matter to mediation. The Queensland Government Dispute Resolution Centre will be requested to supply mediators for all disputes.

1. If the dispute is between members, the Executive Committee must also be advised of:-

- (a) The parties involved in the dispute
- (b) The nature of the dispute
- (c) Attempts to resolve the dispute

2. If the dispute is between a member and the executive committee, the information detailed in points 1. (a) (b) & (c) is to be given to one member of the Executive Committee. This member will represent the committee during mediation.

3. If the dispute is between members of the executive committee the matter will proceed straight to mediation.

The mediation process must be initiated within 30 business days. Mediators will be qualified under the National Mediators Accredited System and will be supplied by the Queensland Government Dispute Resolution Centre free of charge. Two mediators will be assigned to a dispute. The aggrieved parties will be contacted separately to put forward their grievance in writing. The parties will then come together for discussion. Consideration will be given to any conflict of interest that may arise.

Before entering early dispute resolution both parties will be required to sign a non-disclosure agreement to ensure the dispute remains isolated to the parties involved. The non-disclosure agreement remains in place until the grievance is resolved.

Face to face mediation will take place in Bundaberg unless both parties agree to a different location. If face to face mediation is not possible, mediation can be conducted by phone or electronic means.

If the mediation process does not resolve the dispute, the parties may seek resolution in accordance with the Associations Incorporation Act or otherwise at law. i.e., The dispute can be taken to the Supreme Court

Queensland Government Dispute Resolution Centres closest to Bundaberg are -:

Wide Bay QGDRC -: Hervey Bay 4120 6708

Central Qld QGDRC Rockhampton -: 4938 4249

Executive Committee will be President, Vice President, Secretary and Treasurer as elected by the membership.