



GRIEVANCE PROCEDURE

Overview

The Tamworth Musical Society (TMS) is committed to providing a positive and welcoming environment for all its members. As a condition of membership of TMS, we are all required to adhere to the Code of Conduct.

At times, we acknowledge that it's possible that a member will violate the Code of Conduct, or a member may have a grievance with another member's actions.

In these cases, we encourage members to seek a resolution using this Grievance Procedure.

This procedure aims to support members in gaining a satisfactory resolution. To determine the appropriate steps and actions that will take place it is essential that the volunteer's wishes are considered. Thoughtful consideration is given to all grievances which are dealt with in a timely manner and confidentially discussed with the individual who raised them.

What and who does the Grievance Procedure cover?

This Grievance Procedure relates to members of TMS in their roles and responsibilities involving the society.

It does not include any non-members, nor any grievances between members unrelated to TMS. In this case, members would be redirected to outside support systems.

The Grievance Procedure covers an allegation or concern regarding a member not adhering to the society's Code of Conduct.

In most cases, it is preferred that the situation is resolved informally. If the behaviour/allegation is illegal, or becomes ongoing, then further steps can be taken.

The Grievance Procedure

Guidelines for members seeking support in improving a situation

| Step # | Concern | Response |
|--------|--|---|
| Step 1 | Is the behaviour or allegation of a serious nature, involving illegal activity? | If YES, immediately contact the President and detail your concerns in writing to the Secretary (secretary@tms.org.au) (1). Ensure that you state that this is an <i>Urgent Grievance</i> . If NO, go to Step 2. |
| Step 2 | Have you attempted to resolve the issue informally, with the assistance of a committee member or production team member? | If YES, go to Step 3. If NO, then seek the help of a committee member or production team member in resolving the issue before moving to Step 3. |
| Step 3 | Is the issue still ongoing, without a satisfactory resolution being reached? | If YES, then contact the President and detail your concerns in writing to the Secretary (secretary@tms.org.au) (1). Ensure that you state that this is a <i>Grievance</i> . If NO, then no further action is required. |

Guidelines in resolving a grievance

Informal Discussions

For Committee Members and Production Team members

If approached by a member seeking advice regarding a grievance, please follow the following protocol to the best of your ability. If for any reason a committee member feels they cannot facilitate this, they are to inform the President (1) and refer the member to an alternate committee member.

- Take the conversation to an appropriate venue with privacy. Organise a support person or witness if needed. Assure the member that the in
- Listen carefully to the member and remain neutral in your responses.
- Gather information from the volunteer: date, time and location of the event.
- Redirect them to this Grievance Policy (accessible from the TMS website).
- Remain confidential and follow the procedures within this Grievance Policy.

Responses to written grievances

For Committee Members

- All written correspondence received by the committee regarding grievances will be discussed in a closed committee meeting. (2) Ordinarily, this will be in a normal monthly meeting. If the situation requires a more urgent response, then an Extraordinary Committee Meeting may be called.
- Prior to discussion with the full committee, the President and another office-bearer (preferably the Vice-President) should meet with the parties involved, and gather information relating to the grievance.
- Aim to provide a written response to a written grievance within 28 days

Incidents of a serious nature

For Committee Members

- When an allegation involves illegal activity, then the President will negotiate with the member making the grievance, to ensure that the concerns are reported to appropriate government agencies (3)
- In some cases, it may be inappropriate to speak directly with the member against whom the allegation is made. The President needs to use his/her discretion in this case.
- When a member egregiously violated the Code of Conduct and a resolution can't be reached, then expulsion from the Society may be necessary. The committee are to consult with the Honorary Solicitor in this instance.

Adopted by the Tamworth Musical Society Committee – December 2024

- (1) Where the concerns involve the President or Secretary, then contact another Office Bearer of TMS (Vice-President or Treasurer).
- (2) If the allegations involve a committee member, they will not be present for the discussion.
- (3) This includes, but is not limited to, the Police and the Office of the Children's Guardian.