



Lindfield Bowling & Bridge Club

Serving the Community Since 1952

GRIEVANCE HANDLING PROCEDURE

Policy Number: LBBC-MEM-002

Version Control

Date	Version	Author	Details
June 2026	Draft	Sharon Thompson	Initial draft by Roger Parks - added call our about Issue raised against Chairman. Formatted to LB&BC Template
15th July 26	V1.0	Sharon Thompson	After Board review

Board Approval Date: 15th July 2026

Policy Owner: Board of Directors / Club Secretary

GRIEVANCE HANDLING PROCEDURE

Lindfield Bowling & Bridge Club

A Registered Club under the Registered Clubs Act 1976 (NSW)

1. Purpose

The purpose of this Procedure is to provide a fair, transparent and timely process for resolving grievances raised by members, Directors, volunteers, employees or other persons involved with Lindfield Bowling & Bridge Club.

The Club is committed to resolving grievances respectfully and in accordance with the principles of procedural fairness and natural justice.

2. Scope

This Procedure applies to grievances relating to:

- The conduct of members, Directors, employees or volunteers
- Club activities, events or operations
- Decisions made by the Club or its representatives
- Behaviour that may adversely affect the welfare, enjoyment or participation of members

This Procedure does not apply to matters that are the subject of separate disciplinary proceedings, employment processes or legal proceedings.

3. Guiding Principles

All grievances will be handled in accordance with the following principles:

- All parties will be treated fairly and respectfully.
- Grievances will be handled as confidentially as practicable.
- All parties will have an opportunity to be heard.
- Decisions will be made impartially and without bias.
- Grievances will be dealt with promptly and efficiently.
- Victimisation or retaliation against any person involved in a grievance process will not be tolerated.

4. Informal Resolution

Where appropriate, a person who has a grievance should first attempt to resolve the matter informally by discussing the issue directly with the other person involved, or by raising it with the Bridge Club Manager, Sub Club Presidents or Club Secretary.

If the matter cannot be resolved informally, or if informal resolution is inappropriate (for example, where the grievance involves harassment or a power imbalance), a formal grievance may be lodged.

5. Lodging a Formal Grievance

A formal grievance must:

- Be submitted in writing to the Club Secretary or another nominated officer of the Club
- Identify the person making the grievance
- Describe the conduct, event or decision giving rise to the grievance
- Include relevant dates, details and supporting information
- State the outcome sought

Anonymous grievances may be considered at the discretion of the Board but will not normally proceed where the allegations cannot be properly investigated without identification of the complainant.

Where the grievance concerns the Club Secretary

If a grievance concerns the Club Secretary, it should be submitted directly to the Chairman. If it concerns the Chairman, it should be submitted to another Director or to the Club's legal adviser.

6. Preliminary Assessment

Upon receipt of a grievance, the Club Secretary or nominated officer will:

- Acknowledge receipt of the grievance within seven (7) days
- Determine whether the grievance falls within the scope of this Procedure
- Determine whether immediate action is required to protect any person's safety or wellbeing
- Refer the matter to the Board or an appointed Grievance Committee

The Club may decline to investigate grievances that are frivolous, vexatious, trivial or lacking sufficient information to proceed.

7. Investigation

Where investigation is required:

- The respondent will be provided with details of the grievance and given a reasonable opportunity to respond.
- Relevant information may be obtained from witnesses or other sources.
- The investigator or Grievance Committee may conduct interviews where appropriate.
- Written records of all steps taken will be maintained.
- All parties are expected to cooperate with the investigation.

Where the matter is serious or complex, the Board may engage an independent external investigator.

8. Hearing (if required)

Where the Board or Grievance Committee considers it necessary, a hearing may be conducted. At a hearing:

- Each party will be given an opportunity to present their position.
- Each party may submit relevant documents.

- The Chair of the hearing may determine the procedure to be followed.
- Witnesses may be permitted at the discretion of the Chair.
- The hearing is not bound by formal rules of evidence.
- The Committee may ask questions of any party or witness.

A member may be accompanied by a support person (but not a legal representative acting in a legal capacity) at any hearing, unless the Board determines otherwise.

9. Determination

Following consideration of all relevant information, the Board or Grievance Committee may:

- Dismiss the grievance
- Uphold the grievance in whole or in part
- Recommend mediation between the parties
- Recommend an apology or corrective action
- Recommend changes to Club practices or procedures
- Refer the matter for disciplinary action where appropriate

The determination will be communicated in writing to the parties involved.

10. Timeframes

Step	Target Timeframe
Acknowledge receipt of formal grievance	Within 7 days of receipt
Preliminary assessment	Within 14 days of receipt
Investigation commenced	As soon as practicable after assessment
Matter finalised	Within 60 days where reasonably possible

Failure to meet these timeframes will not invalidate the process. Where delays are unavoidable, the parties will be kept informed.

11. Appeals

A party may appeal a determination on one or more of the following grounds:

- Procedural unfairness in the conduct of the investigation or hearing
- Significant new evidence that was not reasonably available at the time of the determination
- The decision was unreasonable having regard to the evidence

An appeal must be lodged in writing with the Club Secretary within fourteen (14) days of the written determination. The appeal will be considered by persons who were not involved in the original determination wherever practicable. The appeal decision is final.

12. Record Keeping

The Club will maintain confidential records of all grievances, investigations, hearings and determinations in the Club's governance folder (08 Governance & Compliance/Policies & Procedures). Records will be retained in accordance with the Club's Data Privacy & Security Policy (LBBC-GOV-003).

13. Confidentiality

All persons involved in a grievance process must maintain confidentiality except where disclosure is necessary for the proper conduct of the process or is required by law. Breach of confidentiality by any party may itself be treated as a breach of the Member Code of Conduct (LBBC-MEM-001).

14. Review

This Procedure will be reviewed by the Board annually or following any significant grievance matter that reveals a gap or deficiency in the process.

Board Approval

This Policy was adopted by the Board of Directors of Lindfield Bowling & Bridge Club at a duly convened Board meeting.

Date of Adoption: 15th July 2026

Signed (Deputy Chairman): 