



AUSTRALIAN HIGHLAND CATTLE SOCIETY INC.

Reg. No. A21191U ABN 46 934 590 042 ARBN 638 624 601

Members' liability is limited

C/- Agri Elements, PO Box 194, ST AGNES SA 5097 AUSTRALIA

Phone: 0488 018 765

Email: admin@australianhighlandcattle.org

Web: www.australianhighlandcattle.org

GRIEVANCES AND COMPLAINTS POLICY

PURPOSE

To ensure that all members and associates of the AHCS understand how grievances / complaints can be raised by members (including members of Council), volunteers, stakeholders or community members, and to ensure they are dealt with in a prompt and equitable manner.

POLICY

It is recognised that people associated with the AHCS will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. The AHCS Council believes that:

- Members have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect – (innocent until proven guilty)
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing
- A member making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Council it will be considered in a timely and confidential manner and documented together with the steps towards resolution.

PROCEDURES

Steps to Making a Complaint / Achieving Resolution

- Speak to the individual (member / staff member / Councillor) causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions.
- Speak to a Council Member for advice on possible solutions and/or intervention.
- Make a formal complaint in writing to the Council, via the office.
- Refer to the AHCS Constitution, Grievances or Disciplinary Action if a suitable resolution cannot be reached.
- Refer the complaint to the Equal Opportunities Commission, the Industrial Relations Commission or relevant body, if a suitable resolution has not been reached by using all other documented procedures.

Seeking Resolution

Where issues cannot be resolved informally, a complaints process is adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

Formal Complaint Procedure

A person who chooses to make their grievance or complaint formal must do so in writing to the Council. The AHCS Council refers to the Constitution rules for Grievance Resolution Procedures.

- Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns the President) for discussion and recording.

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*to preserve heritage, protect integrity and advance Highland Cattle in Australia
through herd registration, education, promotion and fellowship*



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- Contact will be made with the complainant within 7 days of the receipt of the complaint.
- If another party is involved, they will be informed of the complaint details and a meeting will be established between the parties with a selected mediator.
- If the grievance is substantiated and unresolved the matter will be referred to the next Council Meeting or if deemed more urgent, an Urgent Meeting will be called. This may also involve the parties concerned.
- The complainant and respondent will be informed of a decision in writing.

If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.

- If the grievance remains unresolved, the matter should be referred to the relevant body / Commission dependent on the nature of the complaint.
- The complainant may seek the assistance of an agent throughout this process.

REVIEW DETAILS

This policy was adopted on 14 May 2020, and last updated 23 September 2022.

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