

TOWNSVILLE BASKETBALL INCORPORATED (TBI)

1. Purpose

This policy outlines the procedure for resolving disputes between:

- Members of the association
- A member and the management committee
- A member and the association

It ensures fairness, transparency, and compliance with Section 47A of the *Associations Incorporation Act 1981 (Qld)*.

2. Scope

This policy applies to all members of Townsville Basketball Incorporated, including committee members and staff where relevant.

3. Principles

- All parties will be given a fair opportunity to be heard
- Mediation will be used where initial resolution fails
- All decision-makers and mediators must be unbiased
- Members may appoint a representative to act on their behalf
- No disciplinary action will be taken against a complainant until the grievance procedure is complete

4. Procedure

- **Step 1: Initiating a Grievance** – The aggrieved member must submit a written notice of the dispute to the other party involved and the management committee (if the other party is not the committee).
- **Step 2: Attempt to Resolve** – Parties must attempt to resolve the dispute in good faith within 14 days of the notice.
- **Step 3: Request for Mediation** – If unresolved, the aggrieved member may request the Secretary to refer the matter to mediation within 21 days after the initial 14-day period. The management committee must refer the dispute to mediation within 14 days of receiving the request.
- **Step 4: Mediation** – Mediation will be conducted by an impartial mediator agreed upon by both parties. If no agreement is reached, the committee will appoint a mediator who is not biased and has no interest in the dispute.
- **Step 5: Decision (if applicable)** – If the procedure includes a decision-maker, they must be impartial and must consider all submissions before making a determination.

5. Restrictions

- The grievance procedure cannot be used by a person whose membership has been terminated if the rules provide for an appeal process against termination

6. Protection Against Disciplinary Action

- No disciplinary action may be taken against the complainant member or their appointed representative until the grievance procedure is completed

7. Review and Amendment

This policy will be reviewed annually or upon legislative changes. Amendments must be approved by the management committee and incorporated into the association's rules.