



GRIEVANCES & DISPUTES POLICY

Introduction

Working in an Association as large as Scouting, there will always be a time when parties will not agree on a particular course of action or direction being undertaken. Usually, most of these disagreements are handled in a way that a resolution is achieved very quickly and without the need for any further action. This is the preferred level of resolution.

Support

However, there are times when a person wishes to seek clarification or ruling regarding a local disagreement. Should this be the case, the attached flow chart provides clarification should a ruling be required.

Basic Principles

Any grievance or dispute must be taken seriously and managed expeditiously. Normally, the issue will be dealt with at the management level at which the grievance or dispute originated. The person to whom the grievance is referred will consider all facts and points of view in relation to the grievance before making their decision on the matter. They may refer the matter to others for advice and consideration depending on Branch structures and procedures. This includes giving both parties an opportunity to state their views clearly, ensuring that all facts are clear and understood.

When making a decision, the relevant person must when possible, seek a solution that is manageable by both parties and that accords with the best interests of Scouting. The person handling the grievance will make it clear the factors on which they have based their decision. If the matter cannot be resolved amicably at the local level, then the aggrieved party(ies) may ask that the matter be referred to the next higher Scouting authority, as outlined in the attached flow chart.

Grievances or disputes, when referred to any Scouting authority, whether it be Group Leader or the Chief Commissioner, will be dealt with in a timely manner.

All Reasonable Steps

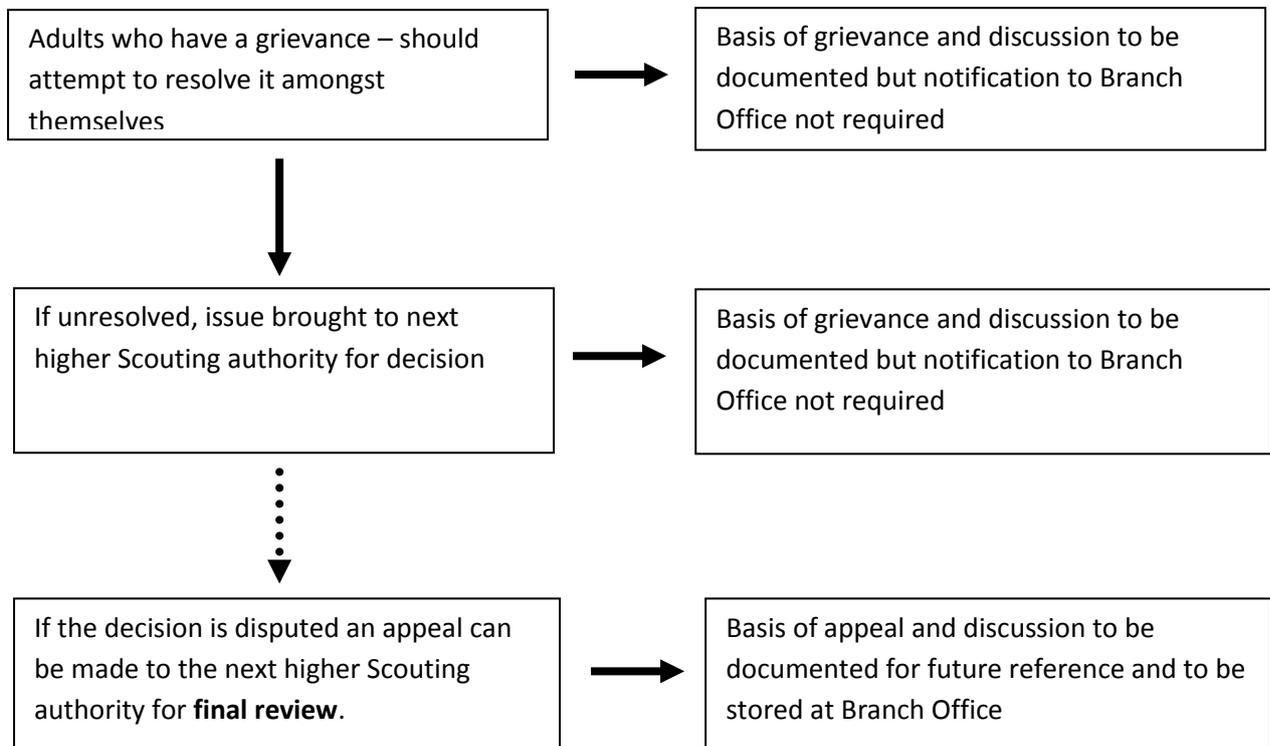
The person to whom the grievance is first referred, e.g. Group Leader, Activity Leader, Commissioner, will make all efforts to effectively clarify the issues and attempt to resolve the grievance in the first instance. If the matter is unable to be resolved after all reasonable steps have been taken, it will be referred to a higher Scouting authority for resolution. The person managing any grievance may speak with a District or other relevant Commissioner to seek advice and support before making a decision.

Final Authority

As with any grievance process, someone must make the final decision, and this rests with the relevant authority as defined by each Branch.

A Summary Referral Guide

Normally, the issue will be dealt with at the management level at which the grievance or dispute originated. Issues at Group level will normally be resolved by the Group Leader and if decisions are disputed, the issue will be reviewed by the next higher Scouting authority level (e.g. District Commissioner).



Note: from time to time special circumstances arise where an exception to this process may be needed causing the matter to be referred to a higher / more senior Scouting level. Where this may be likely, consultation with the appropriate area (e.g. Commissioner or their Appointee) should occur. However, the design of this process is that issues should be resolved locally as much as possible.