



Melville Community Men's Shed

Resolving Disputes and Grievances

From time-to-time issues may arise in the Shed where a formal process is required to resolve conflicts and settle disputes. This would only happen if the issue can't be resolved at the 'local level'. This document sets out the basic steps in resolving such issues.

1. **Attempt to resolve the dispute at the level at which it has occurred.** Once an issue or grievance has been identified people should aim to address the issue and resolve it within 14 days. They can enlist the aid of other members to help with the resolution process.
2. **Escalate the issue to the Grievance Committee.** If the issue can't be resolved at the level at which it has occurred, then it may be necessary to seek the assistance of the Shed's Grievance Committee which has the power to determine and resolve disputes. (This is covered under Part 4, Division 3 of our Constitution) This is done by writing to the Secretary with the details of the issue or dispute (there is a standard template to assist with this process.) Within 28 days the Secretary must convene the Grievance Committee, and all parties will be given notice of the meeting and will be allowed to make written or verbal submissions as part of the process.
3. **Apply the determination of the committee and move forward.** The Committee will give a written determination to all parties within seven days, and the actions specified in that determination will be implemented and monitored.