

DISPUTE RESOLUTION POLICY

Purpose

To give direction to members and employees on the policy for Dispute Resolution in the Macclesfield Community Association (MCA) so that grievances can be resolved promptly and satisfactorily.

Authorisation

MACCLESFIELD COMMUNITY ASSOCIATION (MCA) majority vote at a general meeting.

Definition

This policy and its procedures apply to –

- Members of MCA and its volunteers and employees
- Disputes and serious issues concerning, or related to, the business of the MCA

POLICY

This policy applies to MCA members, volunteers and employees, and recognises their rights to be treated respectfully and to an atmosphere conducive to the early resolution of grievances in a prompt, fair, and equitable manner.

A grievance may occur if a person feels they have been unfairly treated by MCA Committee, other volunteers or co-workers. Normally the dispute resolution process should be followed after the person has taken reasonable steps to discuss the problems or issues with the other party but is unsatisfied with the outcome.

Where possible, grievances and disputes should be resolved internally between parties, using this policy and procedures, prior to involvement of external bodies such as mediators.

A grievance may also occur where an individual or organisations that is not a member, volunteer or employee of the MCA has a dispute with, or lodges a complaint against, the MCA in relation to its activities or business.

All dispute resolution processes are to remain confidential between the parties concerned.

1. It is the responsibility of all members, volunteers and employees
 - To identify and address grievances and matters in dispute promptly and in accordance with this Policy and Procedures.
 - To be aware of, and committed to, the principles of open, respectful communication and information sharing within the MCA and about the business of the MCA.
 - To bring issues or concerns about the MCA to the attention of the MCA (rather than complaining to external parties).
 - To maintain confidentiality in relation to any dispute resolution process.
2. It is the responsibility of the Chairperson, or in his/her absence the Vice-chairperson
 - To ensure that the members and employees are aware of the Dispute Resolution Policy and Procedures and their responsibilities in relation to it.
 - To ensure that prompt and appropriate action is taken in relation to complaints or grievances from both internal and external parties.
 - To keep a record of actions taken in regard to all grievances, disputes and complaints regarding the MCA's business, or between its members, volunteers and employees.

MACCLESFIELD COMMUNITY ASSOCIATION Inc.

PROCEDURES

1. Any member, volunteer or employee who considers they have a grievance or dispute which falls within this Policy should first raise the matter with the person concerned and attempt to resolve it without further formal action.
2. If this discussion between parties concerned does not resolve the matter they may choose to meet to resolve the dispute with the assistance of an independent third person agreed to by both parties.
3. If either of the parties involved are not then satisfied with the outcome, or the dispute still cannot be resolved the advice of the MCA Chairperson, or in his/her absence, the Vice-chairperson, is to be sought within 7 days.
4. In the event of his/her advise being requested, the Chairperson can decide whether further action is required or whether to convene a further discussion between the parties or to seek external assistance from a third person or mediation service.
5. If an issue or dispute is of a serious nature, any of the parties concerned may seek advice from the MCA Chairperson in the first instance.
6. Where the matter relates to the business of the MCA, an external party may write a letter of complaint to the MCA. The MCA Chairperson will respond within 21 days with a response to the concerns/grievance.
7. If the Chairperson's response does not resolve the matter the MCA will seek to resolve the dispute with the assistance of an independent third person agreed to by both parties.

Authorised: MCA Chairperson: *Graeme Milne* Date: *19/04/2021*

Review Dates: *April 2023*