

**Purpose:** It is recognised that people associated with SA Quilters (Quilters' Guild of South Australia Inc.) will from time to time have grievances or complaints that should be resolved to maintain good relationships

**Procedure:**

1. Any person's grievance will be carefully considered in a timely manner with fairness and respect.
2. The person making a complaint or airing a grievance will not be disadvantaged/discriminated in anyway as a result.
3. A formal complaint must be made in writing to the SA Quilters Secretary by email to <mailto:secretary.saquilters@gmail.com>, who will acknowledge in a timely manner.
4. The issue will be considered as soon as practicable and in confidence, at Team Leadership level. Steps towards resolution will be documented.
5. If another party is involved, they will be informed of the details and a meeting will be established between the parties with a selected mediator.
6. The complainant and respondent will be informed of a decision or outcome in writing.
7. If no suitable resolution is made or there is further dissatisfaction with the handling of the complaint the matter can be referred to another nominated independent person.
8. If the grievance remains unresolved, the matter should be referred to the relevant body or commission dependent on the nature of the complaint.

**Notes:** see also *Policy: Code of Conduct*

**Correspondence:**

**Resources:**

- Policy: Code of Conduct
- Quilters' Guild of South Australia Inc. Constitution
- South Australia Associations Incorporation Act 1985 (Current Version 1.2.2010)
- South Australia Volunteers Protection Act 2001 (Current version 15.1.2002)
- <https://www.legislation.sa.gov.au/legislation>