

## Tropical Fruits Grievance Procedures For All Members

### PRINCIPLES

The following principles underpin the Tropical Fruits grievance policy and procedure:

- The Tropical Fruits recognise that individual and group conflict arise from time to time.
- It is important that these problems are resolved quickly and sensitively.
- Grievances should be resolved through open communication and in a manner consistent with the Tropical Fruits Constitution and Code of Conduct.
- At all stages of the grievance process, the Tropical Fruits will ensure that the privacy of all affected parties is respected and confidentially is observed, however this does not preclude information being provided to other members of the Tropical Fruits Committee as deemed appropriate.
- The Tropical Fruits recognises that serious disputes such as unlawful behaviour should be referred to the appropriate third party e.g. the police.
- A Risk and Grievance Subcommittee (RAGS) may be delegated the responsibility of overseeing the grievance process and reporting back to the Tropical Fruits Committee. Membership of the RAGS will be by people from a balance of genders and at least one external member to the Tropical Fruits Committee.
- Committee or RAGS members are encouraged to disclose and consider excluding themselves from grievance procedures if they consider that their neutrality is in anyway compromised or that they perceive they have a conflict of interest.

### POLICY

As soon as practicable after the Annual General Meeting, the Tropical Fruits Committee should undertake dispute resolution training. Committee members who have already undergone dispute resolution training should undertake follow-up training at least every two years.

The Tropical Fruits will not accept grievances concerning circumstances that took place more than six months before the grievance was formally lodged.

The Tropical Fruits will only pursue grievances that are specific to either the general members or committee member's activities and responsibilities relevant to the operation of the association's services.

In all grievances, the person aggrieved is encouraged to discuss and attempt to resolve the grievance with the other party. It is acknowledged, however, that this process may not always be reasonable given the circumstances. Where the grievance involves allegations of discrimination or harassment, the Chairperson must be informed and they must investigate the grievance.

Where the Chairperson is a party to the grievance, the Committee must meet within 10 days of being notified of the grievance and nominate another member of the Committee to resolve the grievance.

The individual should be aware that where the grievance is against an existing practice of the Tropical Fruits, activities shall continue in accordance with the existing practice until the grievance process is exhausted.

The Chairperson or another member of the Committee may play a conciliatory role where both parties to the dispute agree.

Otherwise a RAGS delegated the responsibility to conciliate between the parties and make recommendations for resolution to the Committee.

Parties to the grievance are entitled to be represented by any person that they elect at any stage of the grievance process.

The Committee at any stage may terminate the grievance procedures and proceed to take disciplinary action against the either one or both parties as outlined by the Constitution.

## **PROCEDURES**

### **Initial Stage: Individual Resolution**

The aggrieved person is encouraged to first approach the other party to discuss their grievance and attempt to resolve the dispute. This process may not always be reasonable or appropriate given the circumstances.

Where the grievance involves more serious matters, such as discrimination or harassment; the Chairperson must be informed and they must investigate the grievance. This role may be delegated to another member of the Committee where the grievance is against the Chairperson.

## **Second Stage: Conciliation by the Chairperson or Committee Member**

Where the members are unable to resolve their grievance, and both parties agree, the Chairperson or relevant member of the Committee may conciliate the dispute and attempt to facilitate a resolution between the parties to the grievance. Either party to the grievance can request conciliation. The request must be in writing and the conciliator must hold a meeting within 10 days of the Committee receiving the request.

## **Third Stage: Risks and Grievance Subcommittee Conciliation**

Where members of the association are unable to conciliate their grievance with the support of the Chairperson or another Committee member, the Committee will delegate the grievance to be overseen by the Risks and Grievance Subcommittee (RAGS) for conciliation.

Alternatively, within one month of the grievance being submitted to Committee, either party can request the Tropical Fruits appoint a RAGS to assist the parties in developing strategies for resolution.

## **Fourth Stage: External Mediation or Discipline**

Where by conciliation RAGS are unable to resolve the grievance after the exhaustion of the previous three stages, the Committee will decide whether to:

- 1) Deem the matter closed;
- 2) Refer the matter for external mediation; or
- 3) Advise the parties that Constitutional disciplinary procedures will be invoked against either or both of the parties on the basis that they are acting in a manner prejudicial to Tropical Fruits.