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PURPOSE

To state the policy and to set guidelines where club Rules of Association (Constitution) do not provide an avenue through which affiliate clubs, members and volunteers can resolve issues and complaints as they arise in a fair, equitable and timely manner that will lead to solutions acceptable to all parties.

SCOPE

This Policy applies to all members of the Australian Trail Horse Riders Association, its elected and appointed position holders, and its affiliated clubs and their respective executive and members.

POLICY STATEMENT

The Australian Trail Horse Riders Association is committed to developing and maintaining an effective dispute resolution policy. The organisation aims to –

- Ensure that any disputes are resolved promptly, objectively and with sensitivity and confidentiality;
- Set up a dispute resolution process that is member focused and helps to address their concerns;
- Ensure consistency in response to any disputes or complaints; and
- Monitor the effectiveness of the dispute resolution process.

The Association will follow the dispute and mediation procedure as set out below.

PROCEDURE

What do you do if you have a grievance or dispute with someone?

1. Talk to the person(s) involved. You may find they did not mean to do or say what they did. Do this as soon as possible.
2. If you are not sure how to handle the problem or just want to talk confidentially about the problem you should contact one of your Club Executives. Do this as soon as possible.
3. If you do not feel comfortable talking to your Club Executive, contact one of ATHRA's Directors for advice on how to handle the problem. Do this as soon as possible.

[Contact details for ATHRA's Directors are available at athra.com.au > Contact Us at ATHRA.]

4. If the issue still cannot be resolved at a Club level, ATHRA will ask for details of the grievance to be put in writing to one of the Directors.
5. ATHRA will assist the Club Executive to manage and oversee the grievance resolution process to ensure all parties are treated fair and equitably.
6. If the grievance still cannot be resolved, ATHRA will appoint an external independent mediator to manage the process.

RESPONSIBILITIES

It is the responsibility of the Club Executive to ensure that –

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of their obligations and responsibilities in relation to communication and information sharing with members and volunteers and that they apply the principle of procedural fairness;
- All decisions relating to organisational practices are made with consideration given for the individual as well as the organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity; and
- All members and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of ATHRA's Board of Directors to ensure that –

- They attempt to resolve any issues raised directly with them through the Club Executive and internal processes at the earliest opportunity;
- They are aware of their obligations and responsibilities in relation to communication and information sharing with clubs, members and volunteers and that they apply the principle of procedural fairness;
- Ongoing support and guidance is provided to clubs, members and volunteers in relation to organisational and communication issues; and
- Any grievance that comes to the attention of the Board is handled in the most appropriate and timely manner.

POLICY REVIEW AND CHANGE

This Policy shall be reviewed annually by the ATHRA Board of Directors and the review date and outcome recorded for future reference.