



## Member Disputes and Mediation Policy

Barwon Grove Golf Club is committed to providing good quality services to its members and recognises the value of complaints as an important tool in monitoring member satisfaction. This policy is in relation to the process of resolving member disputes and mediation. It is to be used as a guideline for the association when handling problems, grievances, and disputes.

### Member Disputes and Mediation Procedure

The grievance procedure set out in the Rules of the Association applies to disputes between a Member and another Member or a Member and the Association.

The parties to the dispute must meet and discuss the matter in dispute, and, if possible, resolve the dispute within 14 days after the dispute comes to the attention of all the parties. If the parties are unable to resolve the dispute in accordance with the Rules, then the parties must, within 10 days, hold a meeting in the presence of a mediator.

The mediator must be:

- a) a person chosen by agreement between the parties; or
- b) in the absence of agreement:
  - i. in the case of a dispute between a Member and another Member, a person appointed by the Committee (the mediator can be a member, but cannot be a member who is a party to the dispute); or
  - ii. in the case of a dispute between a Member and the Association, a mediator appointed or employed by the Dispute Settlement Centre of Victoria (Department of Justice).

The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.

The mediator, in conducting the mediation, must:

- a) give the parties to the mediation process every opportunity to be heard.
- b) allow due consideration by all parties of any written statement submitted by any party; and
- c) ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.

The mediator must not determine the dispute.

If the mediation process does not result in the dispute being resolved by the parties, the parties may seek to resolve the dispute in accordance with the Act or otherwise at law.