



BY-LAW 4

The company constitution, by-laws and operating rules provide the Board of Directors (directors) with the powers and process for managing and directing the activities of the company to achieve its purposes.

Hi Noon Ski Club Ltd (company) has a membership base of 110 members. The instruments by which the company operates are in place to deal with the rights, responsibilities, and entitlements of its membership. These by-laws support the constitution by providing more detailed process for the directors to follow and the membership to be aware of and to abide by.

By-law 4: Grievance Procedure

It is required in the first instance that parties involved attempt to resolve their differences or speak with the lodge leader/caretaker.

To ensure consistency and that the principles of natural justice are followed in all aspects of handling or conducting complaints, disputes and disciplinary measures, the company directors will use the following procedure for dealing with complaints from members.

1. Only written complaints from members, signed and dated will be considered. Any attempted resolution should be noted in the complaint.
2. The directors have the power to veto any complaint.
3. The parties identified are provided with a copy of the written complaint and are asked to respond within fourteen (14) days.
4. Once received, the responses are provided to the parties involved for their information.
5. The parties involved may respond to any matter contained in the responses but may not introduce any new material unless approval is sought and given by the directors.
6. A complaints subcommittee is nominated by the directors. The subcommittee will not include persons with any actual or perceived conflict of interest, vested interests or personal involvement relating to the matter.



7. The complaints subcommittee will then convene to review the documentation received.
8. The complaints subcommittee may conduct interviews with parties involved including any witnesses.
9. The complaints subcommittee reports back to the directors with its findings following assessment of all received documentation.

10. Final Decision

- i. The directors will decide and notify all parties.
- ii. Where the directors consider that mediation is appropriate it may recommend this to the parties involved. If mediation is recommended participation must be voluntary.
- iii. Where it is determined that disciplinary action is required the subcommittee can assist by making appropriate recommendations to the directors.
- iv. Should the grievance remain unresolved the directors will decide on a further course of action with reference to Clause 19 of the constitution.

Charter of the Complaints Subcommittee

1. To assess all documentation and make recommendations to the directors of the company.
2. The complaints subcommittee may interview any person and make other enquires relevant to the documentation received.