



By-law 3: Grievance and Disciplinary Procedure

Version History:

Number	Description	Date Approved by Board
V1	Created by combining a Grievance By-law and a Disciplinary By-law in March 2026	18 March 2026

Hi Noon Ski Club Ltd (company) operates under its constitution, by-laws and policies, which provide the Board of Directors (the Board) with the powers and processes for managing and directing the activities of the company to achieve its purposes. With a membership base of 110 members, these instruments set out the rights, responsibilities and entitlements of members. This by-law provides a unified process for managing grievances, complaints and disciplinary matters.

1. Initial Resolution Between Members

In the event of any dispute, the parties involved must first attempt to resolve their differences personally.

If reconciliation is not achieved, the matter should be raised with the lodge leader (if it occurred during a lodge visit) and referred to the Membership Secretary. The lodge leader is not expected to resolve such issues, but to record them and note any circumstances that may be relevant to the resolution process.

2. Lodging a Formal Grievance

Only **written complaints, signed and dated** by a member, will be considered. Any attempted resolution must be noted in the complaint.

The Board retains authority to dismiss any complaint it considers petty or unwarranted.

3. Notification and Exchange of Information

- The parties identified in the complaint will be provided with a copy and asked to respond within **fourteen (14) days**.
- Once received, the response will be provided to the complainant for their information.
- If no response is received, the Board will proceed with the information available.
- Parties may respond to matters raised but may not introduce new material unless approval is granted by the Board.

4. Complaints Subcommittee

The Board will nominate a **Complaints Subcommittee**, excluding anyone with an actual or perceived conflict of interest, vested interest, or personal involvement in the matter.

Charter of this Sub-committee

- Assess all documentation.
- Interview any person and make enquiries relevant to the matter.
- Act impartially on behalf of the members of the company.
- Make recommendations to the Board.

Suggested Assessment Method

- Identify the substance of each complaint and response.
 - Reduce the issues to central questions.
 - Identify the problem(s) and summarise the issues.
 - Assess the importance of the issues to the membership at large.
 - Make recommendations to the Board.
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5. Board Determination – Grievance Outcome

The Board will determine an outcome and notify all parties.

Where appropriate, the Board may recommend **mediation**. Participation must be voluntary.

If the matter is resolved, the process ends here.

If the matter is **not resolved**, or if the complaint involves alleged breaches of the constitution, by-laws or operating rules, the Board may escalate the matter to the **disciplinary process outlined following**.

6. Disciplinary Proceedings

The Board may commence disciplinary proceedings against a member (defendant) who has allegedly:

- breached, failed, refused or neglected to comply with the constitution, by-laws or operating rules;
- acted in a manner unbecoming of a member;
- acted in a manner prejudicial to the purposes or interests of the company; or



- brought themselves or the company into disrepute.

The member submits to the jurisdiction, procedures, penalties and appeal mechanisms of the company as set out in Clause 19 of the constitution.

Only **documented allegations, signed and dated** by the original petitioner, will be considered.

The Board may dismiss any matter it considers unwarranted.

7. Notification to the Defendant

The Secretary will inform the defendant in writing that a written allegation or grievance has been received.

The notification will include:

- Details of the allegation(s), including any rules or regulations allegedly breached.
- A copy of all information or documents provided to the directors.

The defendant has **fourteen (14) days** to respond. If no response is received, the Board will proceed with the information at hand.

The defendant will be given an outline of the disciplinary procedure.

8. Disciplinary Subcommittee

The Board will appoint a **Disciplinary Subcommittee**, excluding anyone with an actual or perceived conflict of interest.

The subcommittee may consist of Board members, members, or any other persons deemed suitable by the Board.

Rights of the Defendant

- May arrange witnesses to testify in support of their position.
- May speak with the subcommittee at a convened hearing.
- May be accompanied by a support person of their choice.
- May respond to matters raised but may not introduce new material without approval.

Subcommittee Role

- Receive all relevant correspondence and information.
- Conduct hearings and interviews as required.
- Provide a written summary of findings to the directors.
- Make recommendations, which may include:



- taking no further action;
- reprimanding the defendant;
- suspending membership rights for a specified period;
- expelling the member from the company.

The defendant may continue using the company's facilities while the matter is under consideration, unless the allegation poses a risk to the club or its members.

9. Final Decision

The Board will determine the final outcome and notify all parties.

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