



STAG OWNERS CLUB of AUSTRALIA South Australian Branch Incorporated

DISPUTE RESOLUTION PROCEDURE

1. Introduction

The Stag Owners Club of Australia – South Australian Branch is committed to fostering and maintaining an inclusive and respectful environment for members and the community. The Club's dispute resolution procedure is based on applying fairness, open communication, and understanding to achieve mutually agreeable solutions.

2. General Principles

- **Understand the actual issues:**
Identify the core of the dispute to clearly define the issues and the parties involved.
- **Informal discussion:**
Members are encouraged to address conflicts informally, focusing on understanding each other's perspectives.
- **Open communication:**
Facilitate open and honest communication, allowing all parties to voice their concerns.
- **Active listening:**
Utilise active listening, where all individuals truly hear and understand the other person's perspective.
- **Focus on solutions:**
Do not focus on the past, or look for blame, move forward to find solutions that meet the needs of all involved.
- **Mediation (if needed):**
If informal discussions fail, involve a neutral mediator to facilitate a resolution.
- **Confidentiality**
Maintain confidentiality and communicate only with others who need to be involved.

3. Process

3.1) Disputes may develop between:

- Internal
 - Members
 - Members and management Committee
 - Committee members
- External
 - Club members and other Clubs
 - Club members and General Public



- 3.2 In the first instance, a dispute between members is best resolved by the individuals involved. Where a dispute cannot be resolved, the matter may be referred to the management Committee for a more formal resolution.
- 3.3 The management Committee shall ensure independence in the matter and unbiased decision making. Resolutions shall be documented with review and follow-up with the individuals to ensure the dispute is resolved.
- 3.4 Disputes between a member and the management Committee shall initially be resolved by a Special Committee Meeting and the member where the issues can be discussed and resolved. Outcomes from the meeting are to be documented, with a review completed by the Public Officer within one month of the meeting.
- 3.5 In accordance with the Clause 16.1 of the Constitution the management Committee is the sole and final authority for interpretation of the Constitution and on this basis a member cannot dispute the management Committee's ruling in this regard. In the instance that a member does not accept the management Committee's ruling the member should make representation to the management Committee for a change to the Constitution.
- 3.6 Disputes between members and other Clubs or the General Public will be investigated by the management Committee. The Club's member(s) involved will provide a full debrief on the issues of the dispute to the management Committee representative. The President will arrange for dispute resolution meetings with the external parties to resolve the issues and determine any follow up actions for the Club to implement.
- 3.7 Disciplinary disputes may arise where the Club is required to address an issue involving a member(s) where they have breached Club rules or engaged in improper behaviour. The disciplinary procedure in these circumstances will be actioned by the management Committee in accordance with the Constitution.

4. Mediation

- 4.1 Mediation is a voluntary, confidential process that may be used to resolve disputes. An independent unbiased person (the mediator) will be appointed. To ensure independence and impartiality the appointed mediators will not be members of the Club.
- 4.2 For disputes between a member and another member; the management Committee will appoint a mediator.
- 4.3 For disputes between a member and the management Committee; the Public Officer will appoint a mediator.
- 4.4 On appointment, the mediator will provide written notification to both parties in the dispute within 2 days and then set a mutually agreed date for the mediation meeting. The mediator shall arrange the location and facilities required to undertake the mediation process.
- 4.5 The mediation meeting shall be executed within 14 days of notification of the appointment of the mediator.
- 4.6 The mediator and parties involved shall proactively:
 - Identify common ground
 - Assess resolution options, and



- Negotiate an agreement to resolve the dispute

4.7 The mediator shall:

- facilitate respectful and constructive communication between the parties
- promote an understanding of each party's interests
- assists the parties to identify the issues in dispute
- helps the parties avoid dwelling on any past issues
- assists the parties to explore the important issues in relation to their present and future needs
- helps the parties to make decisions about the future, and
- uses problem-solving techniques to help the parties reach their own agreement

4.8 Individual members have the right to appoint somebody to act on their behalf.

4.9 The mediator shall document the process and resolutions reached by both parties determined by an unbiased decision-maker.

4.10 The mediator shall identify and advise the Treasurer of any costs associated with undertaking the mediation process.

5. Disciplinary action due to Misconduct

5.1 On notification, or an observance of misconduct by a member of the Club, the management Committee shall complete data gathering in relation to the misconduct and ensure all details are documented. Such information shall remain confidential to the management Committee.

5.2 The Secretary will notify the member of the charge of misconduct and request a written submission or arrange for a Special Committee Meeting with the member, to discuss the misconduct and provide that member with the opportunity to be heard.

5.3 The management Committee shall consider all the information provided in relation to the misconduct charge and determine a course of action in line with the Constitution.

5.4 The member shall be notified in writing of the outcome of the management Committee's decision including details of any corrective actions required by the member.

6. Expulsion of a Member

6.1 Subject to giving a member an opportunity to be heard or to make a written submission, the management Committee may resolve to expel a member upon a charge of misconduct detrimental to the interests of the Club in accordance with Clause 5.6.1 of the Constitution.

6.2 The determination of the management Committee shall be communicated to the member, and in the event of an adverse determination the member shall, subject 6.3 below, cease to be a member 14 days after the committee has communicated its determination to the member.

6.3 It shall be open to a member to appeal the expulsion at the next General Meeting. The intention to appeal shall be communicated in writing to the Secretary or Public Officer within



14 days after the determination of the management Committee has been communicated to the member.

- 6.4 In the event of an appeal under 6.3 above, the appellant's membership shall not be terminated unless the determination of the management Committee to expel the member is upheld by the members in General Meeting after the appellant has been heard by the members, and in such event, membership will be terminated at the date of the General Meeting.

7. Review

- 7.1 The Committee will be responsible for the maintenance and revision of this Dispute Resolution. The Committee may take feedback and requested changes from the membership in order to form a revision to the document however, the Committee will have final approval for the updated revisions. The Committee should undertake a biennial review of the Dispute Resolution prior to the Annual General Meeting.