



# DISPUTE RESOLUTION POLICY

Document Number: <<insert number>>  
Version: 1.1  
Drafted by: Jo McDonald  
Approved by board on: 11 June 2010  
Scheduled review date: June 2011

## INTRODUCTION

The Board of Move Through Life Inc is committed to reaching a speedy and just resolution of any disputes or grievances that may arise and that may threaten the harmonious functioning of the organisation.

## PURPOSE

This policy is designed to set out the process for resolution of disputes or grievances involving the Board.

## DEFINITIONS AND ACRONYMS

*MTL:* Move Through Life Incorporated and Move Through Life Dance Company

*Stakeholders:* Members, participants, volunteers, employees and other relevant parties (such as audience members)

## POLICY

This policy refers to complaints and difficulties by or in relation to members, participants, volunteers, employees and other relevant parties (such as audience members), referred to collectively as “stakeholders”.

MTL welcomes communication regarding feedback, complaints and difficulties as an opportunity to address underlying causes, resulting in a more satisfying experience for all stakeholders. Feedback is regularly sought from stakeholders through feedback forms, debriefing sessions, and informal discussion.

MTL encourages stakeholders to resolve any complaints or difficulties at the earliest opportunity through the internal processes described below.

The policy and process for resolution of difficulties and complaints is based on the underlying principles of fairness, transparency, confidentiality, equity, support, and individual rights.

## PROCEDURES

Stakeholders are encouraged to use the following steps to resolve difficulties or complaints. In using the steps below, stakeholders can be assured that they will not be intimidated or unfairly treated in any respect, and have the option to remain anonymous. At each stage of the process, the parties involved will be encouraged to discuss the matter openly and work together to achieve a desired outcome.

## **Step 1: Informal discussion**

If you are not satisfied with a particular service, where possible, seek initially to raise your concerns directly with the person or area responsible for providing it.

## **Step 2: Seek support**

If you are not comfortable speaking directly with the person/s involved, or if you find that after Step 1 the issue is still not resolved, you may seek the assistance of a neutral advocate or support person. A neutral person may be a facilitator, choreographer, board or committee member or employee. The neutral person may accompany you to speak directly with the person/s involved or help you work out how to approach the person/s involved.

## **Step 3: Lodge a formal complaint**

If neither of the above two steps result in a satisfactory resolution, write to the board of management (addressed to the secretary) outlining the details of the complaint/difficulty and how you would like to see the issue/s resolved. Complaints can be sent by post to PO Box 875, Brighton SA 5048 or by email to [info@movethroughlife.org.au](mailto:info@movethroughlife.org.au).

Step 3 is considered a formal grievance. All formal grievances will be fully documented and the wishes of the person making the complaint will be taken into account in the determination of appropriate steps and actions.

Following lodgement of a formal grievance, the board of management will:

- acknowledge receipt of the complaint in writing, and
- provide final details of a decision/proposed course of action as soon as possible, either verbally or in writing, depending on the nature and circumstances of the complaint.

A grievance can be withdrawn at any stage in the process by writing or emailing the board of management, which will notify relevant parties.

## **RELATED DOCUMENTS**

- Confidentiality Policy
- Safe dance policy
- Code of ethics for dance teachers
- Board code of conduct

## **REVIEW**

This policy will be reviewed annually by the MTL board and amended as appropriate.