



## **Lipizzaner Association of Australasia Complaints Procedure**

The Complaints Procedure of the Lipizzaner Association of Australasia (LAA) is governed by Sections 8, 9 & 10 of the LAA Constitution. In any matter to be resolved the provisions of the Constitution will always take precedence.

This procedure relates only to disputes between Members of the Association (in their capacity as Members). Commercial disputes or disputes involving non Members are private matters between the parties and are not covered by the LAA Complaints Procedure unless addressing breaches of the LAA Constitution as per Section 9.1 (a & b); or LAA Rules and Regulations and/or LAA Codes of Conduct.

Complaints or notification of disputes should be made in writing to an LAA Office Bearer or Committee Member.

When a complaint is referred to any member of the LAA Committee, the following procedure is to apply:

### **1. Acknowledgement:**

- The complaint shall be acknowledged by the recipient (LAA Office Bearer or Committee Member).
- The recipient shall discuss the matter with the complainant to explore further information and understanding.
- No comment or opinion will be offered by the recipient at this stage.

### **2. Circulation:**

- The complaint will be circulated within the LAA Committee.
- The matter will not be circulated to others outside the Committee, with the following exception:
- The person/s being complained about will be notified about the complaint.

### **3. Confidentiality:**

- With the exception of involving the parties concerned, the Committee will maintain confidentiality about the complaint.
- No discussions will take place outside the Committee without Committee agreement.

#### **4. Complaint Against a Committee Member:**

- The complaint will be circulated as per step 2. If it is an exceptionally delicate matter the issue should be referred to the President or Vice President before circulation.
- Any complaint made against the President will be handled by the Vice President.
- The Committee member against who the complaint is made, will be required to step down from the Review process and not participate in Committee discussion unless requested to do so.
- The Committee member against who a complaint has been made shall discuss the matter with the President or Vice President to share further information and understanding. (Note: This is the same opportunity offered to the complainant.)

#### **5. Clarification of the Issues:**

- At least seven (7) days before a Committee meeting to determine a dispute, the parties are to exchange statements of the issues that are in dispute between them and supply copies to the Committee.
- The Committee shall review the complaint and explore any additional information required. The Committee may agree not to proceed in reviewing a complaint that deemed to be a private matter between the parties and is not relevant to the Constitution, Rules & Regulations or Codes of Conduct of the Association.
- LAA membership of the parties concerned with the complaint must be confirmed. The Committee may agree not to proceed in reviewing a complaint by a non-member.
- Any procedures specified under the LAA Constitution will take precedence in handling the complaint.

#### **6. Review by Committee Meeting:**

- Once issues have been clarified and confirmed as relevant to the LAA, the parties will be invited to make submissions and a special meeting of the Committee shall be convened to consider the complaint.

- The Committee shall agree a course of action regarding the complaint along with a communication plan.
- The complaint and agreed action shall be minuted in the LAA Committee records.

**7. Feedback to Both Parties:**

- The President, Vice President or Committee Member nominated by the Committee shall take responsibility for communicating with the parties to the complaint, along with any course of action agreed by the Committee.
- The parties shall be advised of their right of appeal under the LAA Constitution.