

CANBERRA LAW STUDENTS' SOCIETY
GRIEVANCE POLICY
Effective as at 17 July 2020

PART 1 - Preliminary

1 Purpose

1.1. The purpose of the Canberra Law Students' Society Grievance Policy (**the Grievance Policy**) is to provide a mechanism for the resolution of complaints, grievances or problems raised by members or Committee Members of the Canberra Law Students' Society (**the CLSS**), or members of the public in relation to the Committee who run the CLSS, or any other matter relating to the CLSS.

2 Scope

2.1. This Policy applies to all members of the Canberra Law Students' Society including regular lifetime members, elected and appointed Committee Members, and members of the public.

3 Policy Statement

3.1. Through this Policy the Canberra Law Students' Society provides a mechanism for CLSS members, Committee Members, and members of the public to raise a complaint or grievance in relation to actions or omissions of the CLSS Committee Members, and other matters relating to the CLSS.

3.2. This Policy emphasises a collaborative approach to grievance resolution and is designed to lead to a timely and efficient resolution of complaints and grievances held by CLSS Members, Committee Members, and members of the public.

4 Policy Principles

4.1. Where a grievance arises as a result of a CLSS decision action or omission, the CLSS will, where possible and reasonable, refrain from continuing the activity or process that has caused the grievance whilst under review as per this Policy. This period of review will be completed within 21 days where practicable.

4.2. Any grievance raised within these procedures may be withdrawn by the member(s) or making that grievance at any stage. Withdrawal will occur when the member(s) notify, via email, the President (for external grievances) or the Vice President (for internal grievances).

4.3. Offers of compromise as well as agreements reached during these grievance procedures should be individualised and will not constitute precedents in regard to similar grievances and are without prejudice to positions taken in similar circumstances or more general issues.

5 Definitions

5.1. Wherever a word or phrase has been used in this Policy and is defined in the Constitution, the word or phrase shall adopt the meaning of that definition in the Constitution, even if a contrary intention is expressed in this Policy.

5.2. The following terms shall have the meaning set out below wherever they are used in this Policy:

CLSS Member means a person who paid a CLSS Lifetime Membership

Committee Member means a person who has been elected or appointed a position on the Canberra Law Students' Society Committee

Committee Member X means the Committee Member whose actions are in question

6 Procedures

6.1. Internal Grievance

6.1.1. When a **Committee Member** wishes to raise a grievance with the CLSS within these procedures, that Committee Member must notify the Vice President via a formal email, which must include

6.1.1.1. Full name of Committee Member raising the grievance; and

6.1.1.2. Full name of Committee Member X; and

6.1.1.3. Subject of the grievance; and

6.1.1.4. Evidence of the grievance where applicable.

6.1.2. Upon receipt of that email, the Vice President will forward that email to the Executive Committee.

6.1.3. The Executive Committee will arrange a meeting where they will review the details of the grievance.

6.1.4. The Executive Committee may use its discretion, after discussion, as to how to proceed with resolving the grievance. The decision of the Executive Committee will be voted on and there must be a majority before proceeding with the agreed action.

6.1.5. The Vice President will ensure that all parties involved in the grievance are fully informed of the Executive Committee's decision(s).

Table 1: Internal grievance procedure

Step	Description
1	Committee Member notifies the Vice President of the grievance via a formal email which includes (a) Full name of Committee Member raising the grievance; and (b) Full name of Committee Member X; and (c) Subject of the grievance; and (d) Evidence of the grievance where applicable
2	Vice President forwards email to Executive Committee
3	Executive Committee arrange a meeting to review details of the grievance
4	Executive Committee make a decision by majority vote
5	Vice President communicates decision to involved parties



6.2. External Grievance

6.2.1. Where a **CLSS Member** or **member of the public** wishes to raise a grievance with the CLSS within these procedures, that Member must notify the President via a formal email, which must include

6.2.1.1. Full name of Member raising the grievance; and

6.2.1.2. Full name of Committee Member X and subject of the grievance

or

6.2.1.3. Subject of the grievance; and

6.2.1.4. Evidence of the grievance where applicable.

6.2.2. Upon receipt of that email, the President will forward that email to the Executive Committee.

6.2.3. The Executive Committee will arrange a meeting where they will review the details of the grievance.

6.2.4. The Executive Committee may use its discretion, after discussion, as to how to proceed with resolving the grievance. The decision of the Executive Committee will be voted on and there must be a majority before proceeding with the agreed action.

6.2.5. The President will ensure that all parties involved in the grievance are fully informed of the Executive Committee's decision(s).

Table 2: External grievance procedure

Step	Description
1	CLSS Member or member of the public notifies the President of the grievance via a formal email which includes (a) Full name of Member raising the grievance; and (b) Full name of Committee Member X and subject of the grievance or (c) Subject of the grievance; and (d) Evidence of the grievance where applicable
2	President forwards email to Executive Committee
3	Executive Committee arrange a meeting to review details of the grievance
4	Executive Committee make a decision by majority vote
5	President communicates decision to involved parties

