

NA-006 Grievance Resolution Procedure:

Policy: It is NANDTB policy to comply with Section 55 of the Associations Incorporation Reform Act and resolve grievances in a fair and timely manner, with determinations made which are founded in fact and objective evidence.

Grievances: The Board has developed this procedure for resolving any grievance between the NANDTB and a member or non-member, or between members. The Board guarantees to have the grievance discussed and a resolution concluded and passed to the parties within 40 days of having received the grievance in writing.

A member may appoint a person to act on behalf of the member in this procedure.

Grievance resolution is administered by the Chairman, except where the grievance is made directly against that position. In such a case the Board will nominate an alternate person by consensus. Should the complainant be a person who is serving on the Board, that person shall be given every opportunity to present information supporting the grievance, but will then be excluded from Board's discussions.

The chairman (or alternate) will obtain all the relevant information. The complainant will be contacted first to ensure that the grievance is clear and understood to the Board. He will then present this information to the Board for discussion and development of a response. Electronic distribution of the material may be substituted for a meeting and discussion between members may be by email or telephone. The Chairman (or alternate) may if needed, contact any person for information throughout the discussion process, and will co-ordinate all responses.

The object of the discussion is to flesh out the root causes of the grievance and to fairly assess the information gathered. The response to the complainant and corrective action, if any, must be agreed by a simple majority of the Board members. Every effort will be made to accommodate the views and opinions of the complainant.

A person may appeal the Board's decision only on the presentation of new information relevant to the matter not previously considered.