



Bicycle Wagga Wagga Inc.

Grievance Policy

Version 1.0

15th January 2026

Purpose

The Bicycle Wagga Wagga Grievance Policy is designed to provide a clear, fair, and accessible way for members and volunteers to raise and resolve concerns, complaints, or disputes within our Club. Our goal is to maintain a positive, safe, and respectful environment for everyone involved.

Scope

This policy applies to all Bicycle Wagga Wagga members and volunteers. It covers any activities, events, meetings, or work associated with or carried out on behalf of Bicycle Wagga Wagga.

Guiding Principles

- **Respect:** All grievances will be handled respectfully and professionally.
- **Confidentiality:** Information about a grievance will be kept as confidential as possible.
- **Impartiality:** Each grievance will be reviewed and resolved fairly and without bias.
- **Timeliness:** We aim to address and resolve concerns as quickly as possible.
- **No Retaliation:** No one will face negative consequences for raising a genuine concern or complaint.

What is a Grievance?

A grievance is any concern or complaint about Bicycle Wagga Wagga's activities, people, events, or policies, raised by a member or volunteer.



How to Raise a Grievance

1. Step 1: Try to Resolve Informally - If you feel comfortable, start by talking directly with the person or people involved. Many issues can be resolved through respectful conversation.
2. Step 2: Submit a Formal Grievance - If informal resolution isn't successful or appropriate, submit a written complaint to the Grievance Officer or Committee. Please include:
 - A description of the problem
 - Relevant details (such as dates, times, and people involved)
 - Any steps you've already taken to address the issue
3. Step 3: Investigation - The Grievance Officer or Committee will review your complaint, gather information, and may ask questions of those involved. Everyone will be able to share their side of the story.
4. Step 4: Decision and Resolution - After considering all the information, the Grievance Officer or Committee will decide on a solution and let everyone know the outcome. Actions may include mediation, changes to procedures, or other appropriate steps.
5. Step 5: Appeal - If you are not satisfied with the outcome, you may appeal in writing to the Bicycle Wagga Wagga Committee. Their decision will be final.

Keeping Records

All formal grievances and related documents will be securely kept by Bicycle Wagga Wagga for at least five years, following privacy requirements.

Support and Guidance

If you are unsure about the process or would like help, you can speak with the Grievance Officer or a trusted committee member for advice and support.

Review of this Policy

This policy will be reviewed each year, or when needed, to make sure it stays effective and relevant.



Contact Details

For more information or to submit a grievance, contact the Grievance Officer at bwwsec@gmail.com.