

# Southwell & District Lions Club (CIO): “The Club” hereafter



## Problems, grievance and complaints policy: FOR MEMBERS ONLY

Problems and grievances can occur from time to time and it is important that Club members know where to turn for help, advice and support, so that whatever the issue, it can be dealt with quickly, objectively and appropriately. The Club will address problems, grievances and complaints in accordance with this policy and in doing so will

- maintain confidentiality in all circumstances,
- ensure all actions taken are documented,
- deal with problems, grievances and complaints quickly and fairly, and
- do all it can to settle the issue without having to resort to formal disciplinary action.

### 1/ Problems that can arise within the club include

- disruptive and/or unsocial behaviour,
- unsuitability for a role,
- heated arguments between members, committee chairs or trustees.

The Chair or President should first try to resolve the situation informally and amicably by having a quiet word with the member/members in question.

If more action is required or the problem persists, the Chair should refer the matter to the President of the Club, who at his / her discretion may call a trustees meeting to resolve the situation.

If the complaint involves a Trustee, that trustee will automatically be excluded from any vote by the Trustees on the course of action proposed.

### 2/ Poor attendance/timekeeping

If a member has frequently not attended Club meetings or not participated in events without giving any explanation, the Membership chair shall have a confidential chat with the individual concerned to ascertain the background to their absence.

It may be due to a change of personal circumstances, and if this is the case, we would not wish to exert any pressure on the individual to give more time to the Club.

If the member has been absent due to other commitments and this is likely to continue for an extended period, then consideration should be given to changing the member’s status to “at large”.

However, if it becomes apparent that the member is not able or perhaps no longer interested in actively participating in the club meetings or events, it may be necessary to consider dropping their club membership.

Change of membership status or dropping a member from the club requires approval by the Club trustees. Notice periods given in the by laws will be adopted.

### 3/ More serious issues could include:

- a member who brings the Club or Lions Clubs International into disrepute or acts in a way which is prejudicial to the Club,
- a member who causes damage to property and/or equipment through misuse/negligence etc.
- sexual/racial abuse, discrimination, harassment, bullying,
- dangerous or violent behaviour,
- falsification of expense claims,
- theft,
- malicious damage,

Any such instance should initially be referred to the Club Trustees.

Most problems should be resolved through an informal chat or by a meeting with the trustees.

However, in the case of an extremely serious proven misdemeanour, after consideration by the trustees, it may be necessary to ask the member to terminate their membership.

Date	24/02/2022	Policy “owner”	Membership officer
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