

## Ice Skating Queensland Inc Policy Document

### GRIEVANCES

**Authority** The ISQ Inc Council on 17 September 2003  
*Associations Incorporation Act 1981 (Qld)*  
*Associations Incorporation Regulation 1999 (Qld)*

**Application** ISQ Inc and all of its affiliates

**Effective from**  
20 November 2008

**Review date**  
November 2012

**Policy No.**  
**015/2003**

#### POLICY OBJECTIVE

- To ensure day to day grievances are dealt with in an equitable and consistent manner and are not escalated out of proportion.

#### POLICY

For grievances involving Members or Children not within the following policy, refer to the ISQ Member Protection By Law #1, which contains formal complaint and grievance procedures.

Grievances will only be considered by Council as per the following:

##### 1. Administrative and Payment Related Matters

In the first instance all such matters should be discussed with the ISQ Administrator. If the matter is not resolved satisfactorily then the grievance should be put in writing to the ISQ Council.

##### 2. Committee Matters

In the first instance such matters should be discussed with the members of the relevant committee. If the matter is not resolved satisfactorily, the grievance should be put in writing to the ISQ Council.

##### 3. Rink Related Matters

All grievances relating to the ice rinks should be directed to the relevant rink manager.

##### 4. Coaching Related Matters

In the first instance such matters should be discussed with the relevant coach. If the matter is not resolved satisfactorily the grievance should be put in writing to the Secretary, Queensland Professional Skaters Association Inc.

#### REASONING

Most grievances can be satisfactorily resolved by those most familiar with the case. The ISQ Council should only be considered as an arbiter when these above avenues have failed.

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