

Toowoomba Art Society

Issues and Complaints procedure

Building maintenance and facilities issues

For all building maintenance and facilities issues, please email twbal@godsall@gmail.com

The matter will be then referred to the Facilities committee.

Issues and Complaints

The Toowoomba Art Society (TAS) Code of Conduct is underpinned by TAS's core values and the TAS Constitution.

The Toowoomba Art Society believes that when issues arise, it is best to address the problem quickly. Often a quiet word is enough, but if this is not possible or not successful, the procedure below will ensure that all people are treated fairly and that the matter is managed as quickly and discretely as possible. All matters are taken seriously.

Any issue should firstly be raised directly by the complainant with the person or persons charged with the complaint.

If you are not comfortable dealing with the problem yourself, or your attempts to do so have not been successful, raise the issue promptly either with your manager (if you are a worker), your Group Leader (if you are a member of a TAS group), or email: twbal@godsall@gmail.com directly, briefly outlining the issue. The matter will be referred to the Governance committee and/or directly to the Board.

In the context of a complaint, natural justice requires that the subject of the complaint be given enough information that they can understand and respond to the complaint made against them.

How we will respond

If inappropriate or unreasonable behaviour is reported or observed we will take the following steps:

1. A Board nominated TAS representative, or your manager (if you are a worker) will speak to the person(s) involved as soon as possible, gather information and seek a resolution to satisfactorily address the issue for all parties. Mediation may be offered to both parties to assist in resolving the issue. Both parties must agree to mediation for this to proceed.
 - Where the bullying complaint is made against the Board, the person would need to be a mediator from an external, third-party organisation, paid for by TAS and agreed to by both parties.
2. If issues cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, a competent and impartial person will investigate the matter.
3. Both sides will be able to state their case and relevant information will be collected. If the complaint is not resolved, it will be considered at the next board meeting with the specific complaint written in the complainant's own words placed on the agenda before a decision is made.
4. The person being complained of will be given the opportunity to explain their case in writing or in person before the board under Section 14.4 (b) of the Constitution.

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5. The Directors will follow section 14.4 (b) of the Constitution for this purpose, with a board meeting convened one week following notification to the person being complained of; and following the meeting the Directors will make a decision regarding the matters, with the complainant and person being complained about absent from that decision making process. The board must consider Section 13. (a) (i) and Section 14.4 (a) of the TAS Constitution when determining appropriate action, if any is required regarding the person's conduct.
6. The Board will communicate their final decision to the two parties involved and take any actions necessary to ameliorate the situation.
7. All complaints and reports will be treated in the strictest of confidence. Only those people directly involved in the complaint or in resolving it will have access to the information.
8. There will be no victimisation of the person making the report or helping to resolve it.

Consequences of breaching this policy

Appropriate disciplinary action may be taken against a person who is found to have breached the Code of Conduct. The action taken will depend on the nature and circumstance of each breach and could include:

- a verbal or written apology;
- a verbal or written reprimand; or
- dismissal and/or membership revocation of the person or persons charged with the action complained of.
- A period of 12 months probation may also be considered as an alternative. What this means is that the person or persons charged with the action complained of will be expected to adhere to the Code of Conduct and any failure to comply would result in dismissal and/or membership revocation of the person or persons charged with the action complained of.

Complaints made maliciously or in bad faith may result in disciplinary action as described above.