

German Shepherd Dog Association of WA Grievance Procedure

The German Shepherd Association of WA recognises that from time to time, members or puppy buyers may have individual or collective grievances that need to be resolved in the interests of good working relationships.

The following procedure aims to ensure that wherever possible, such grievances are resolved promptly and in an atmosphere of mutual respect.

Grievance resolution is not a disciplinary process nor does it apply to the management of substandard performance. If you have an issue with another member or a breeder, which is causing concern, follow the process outlined below.

STEP 1 Discuss the issue directly with the person concerned.

In the first instance - attempt to resolve the issue directly with the other person in a non-confrontational manner. If, after discussion, the matter remains unresolved, then proceed to step 2.

STEP 2 Discuss the issue with a member of the Management Committee, Ground Manager or Head Trainer.

If the issue is not satisfactorily resolved through discussions with the other person, then the person you report the matter to will convene a meeting with both parties, to facilitate a resolution of the grievance.

In meeting to resolve the issue, any party may have a person present as a witness or to provide support. If a resolution is reached at this stage, to the satisfaction of both parties, then the matter should proceed no further. If the matter remains unresolved proceed to step 3.

STEP 3 Refer the issue to the most appropriate Management Committee member. Obedience matters to the Obedience Chair. Breed matters to the Breed Affairs Chair etc.

If the grievance cannot be satisfactorily resolved at Step 2 then it must be referred to the Management Committee and a special meeting of the Management Committee will be arranged and will include the parties of the dispute.

At the special meeting of the Management Committee all written accounts of the Step 2 meeting will be submitted and taken into account during discussions and when making a decision on actions.

The Secretary of the GSDA of WA will notify both parties, by letter, of any action decided by the Management Committee within 7 days of the Special Meeting.