



Australian Irish Dancing Association Inc

NATIONAL MEMBER PROTECTION POLICY

VERSION 1.0

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PREFACE

The Australian Irish Dancing Association Incorporated (AIDA Inc) seeks to prevent all forms of harassment, discrimination and abuse and to promote positive behaviour and values. Any form of inappropriate or unlawful behaviour will not be tolerated by AIDA Inc or its members. This policy in conjunction with the AIDA Inc Rules sets out codes of behaviour with which everyone associated with AIDA Inc will be expected to abide by and any breach of this Membership Protection Policy (policy) by any person or organisation affiliated with AIDA Inc will result in disciplinary action taken against that individual.



Signature of President

Australian Irish Dancing Association Inc

24 February 2018

(Date)

PART A:

1. Introduction

Our Vision:

AIDA Inc and its members are committed to promoting participation in, and the enjoyment of Irish dancing at all levels to the community, now and into the future.

Our Mission:

Our mission is to establish AIDA Inc as a progressive, highly respected association, financially stable and self-supporting that is well managed. This in turn will provide a high level of support for members, teachers, adjudicators and regional branches in Australia and opportunities for dancers at all levels to participate in world class Irish dancing events they chose.

Our Priorities:

Refer to AIDA Inc Rules Clause 3.1 Objects

2. Purpose of this policy

This policy aims to assist AIDA Inc to uphold its core values and priorities and create a safe, fair and inclusive environment for everyone associated with Irish dancing. It sets out our commitment to ensure that every person involved in Irish dancing is treated with respect and dignity and protected from discrimination, harassment and abuse. It also ensures that everyone involved in Irish dancing is aware of their legal and ethical rights and responsibilities, as well as the standards of behaviour expected of them.

The policy attachments describe the practical steps we will take to eliminate discrimination, harassment, child abuse and other forms of inappropriate behaviour. As part of this commitment, AIDA Inc will take disciplinary action against any individual or organisation bound by this policy for any breach.

This policy has been endorsed by the Executive Council of AIDA Inc and its members and has been incorporated into our Rules. The policy starts January 2019 and will remain in place pending any future reviews.

The current policy and its attachments can be obtained from our website at www.aidainc.com

This policy is supported by Member Protection Policies that have been adopted and implemented by our regional branches and its members.

3. Who is bound by this policy

This policy applies to the following people representing our association whether in a paid or unpaid/voluntary capacity:

- 1) members of AIDA Inc Executive
- 2) persons appointed or elected to council, committees and sub-committees

- 3) teachers, adjudicators and examiners
- 4) support personnel, including, but not limited to, photographers, stall holders, scrutineers, box office staff, marshalls
- 5) members, including life members of AIDA Inc and Honorary members
- 6) dancers
- 7) all registered dancers, teachers, adjudicators, examiners and other personnel participating in events held or sanctioned by AIDA Inc

If any individual or organisation has ceased association with AIDA Inc, and disciplinary action against that person/organisation has begun, this policy still applies.

This policy also applies to:

- 8) regional branches
- 9) any associated organisations
- 10) any other associations

4. Organisational responsibilities

AIDA Inc and member associations (regional branches) must:

- 1) adopt, implement and comply with this policy
- 2) ensure that the Rules, By-laws or other rules and policies include the necessary clauses for this policy are enforced.
- 3) publish, distribute and promote this policy and the consequences of any breaches
- 4) promote and model appropriate standards of behaviour at all times
- 5) deal with any breaches or complaints made under this policy in a sensitive, fair, timely and confidential manner
- 6) apply this policy consistently
- 7) recognise and enforce any penalty imposed under this policy
- 8) ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies
- 9) use appropriately trained people to receive and manage complaints and allegations of inappropriate behaviour - Grievance Officers
- 10) monitor and review this policy annually.

5. Individual responsibilities

Individuals bound by this policy are responsible for:

- 1) making themselves aware of the policy and complying with the codes of behaviour it sets out
- 2) consenting to our screening requirements and any state/territory Working with Children Checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18
- 3) placing the safety and welfare of children above other considerations
- 4) being accountable for their own behaviour
- 5) following the steps outlined in this policy for making a complaint or reporting possible child abuse

- 6) complying with any decisions and/or disciplinary measures imposed under this policy.

6. Position statements

- 6.1 Child protection
- 6.2 Taking of images of children
- 6.3 Anti-discrimination and harassment
- 6.4 Sexual relationships
- 6.5 Pregnancy
- 6.6 Gender identity
- 6.7 Responsible service and consumption of alcohol
- 6.8 Smoke-free environment
- 6.9 Cyber bullying
- 6.10 Social networking sites

6.1 Child protection

AIDA Inc is committed to the safety and well-being of all children and young people who participate in Irish dancing or access our services. We support the rights of the child and will act at all times to ensure that a child-safe environment is maintained.

AIDA Inc acknowledges the valuable contribution made by our members and volunteers and we encourage their active participation in providing a safe, fair and inclusive environment for all dancers.

- 1) We will develop and implement a risk management strategy, including a review of our existing child protection practices, to determine how child-safe our organisation is and to identify any additional steps we can take to minimise and prevent the risk of harm to children because of the actions of any member, volunteer or another person.
- 2) We will develop and promote a code of behaviour that sets out the conduct we expect of adults when they deal and interact with children involved in Irish dancing, especially those in our care. We will also implement a code of behaviour to promote appropriate conduct between children.
- 3) These codes will clearly describe professional boundaries, ethical behaviour and unacceptable behaviour. [\(Refer to the attachments in Part B of this policy\)](#)
- 4) We will take all reasonable steps to ensure that our organisation engages suitable and appropriate people to work with children, especially those in positions that involve regular unsupervised contact with children. This will include using a range of screening measures.
- 5) AIDA Inc will ensure that Working with Children Checks are conducted for all members, employees and volunteers who work with children, where an assessment is required by law. If a criminal history report is obtained as part of their screening process, we will handle this information confidentially and in accordance with the relevant legal requirements. [\(Refer to the attachments in Part C of this policy\)](#)

- 6) We will ensure that all our volunteers and employees who work with children have ongoing supervision, support and training. Our goal is to develop their skills and capacity and to enhance their performance so we can maintain a child-safe environment.
- 7) We will encourage children and young people to be involved in developing and maintaining a child-safe environment for Irish dancing.
- 8) We will ensure that all our volunteers and employees are able to identify and respond appropriately to children at risk of harm and that they are aware of their responsibilities under state laws to make a report if they suspect on reasonable grounds that a child has been, or is being, abused or neglected. ([Refer to the attachments in Part E of this policy](#))
- 9) Further, if any person believes that another individual or organisation bound by this policy is acting inappropriately towards a child, or is in breach of this policy, he or she may make an internal complaint. ([Refer to the attachments in Part D of this policy](#))

6.2 Taking images of children

AIDA Inc requires that individuals and regional branches, obtain permission from a child's parent/guardian before taking an image of a child that is not their own at any Irish dancing events organised. They should also make sure the parent/guardian understands how the image will be used and to respect people's privacy, not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets.

When using a photo of a child, we will not use the child's full name or publish personal information, such as residential address, email address or telephone number.

We will only use images of children that are relevant to Irish dancing and we will ensure that they are suitably clothed in a manner that promotes participation in Irish dancing. We will seek permission from the parents/guardians of the children before using the images. We require our regional branches to do likewise.

6.3 Anti-discrimination and harassment

AIDA Inc aims to provide an environment where all those involved in our activities and events are treated with respect.

We recognise that people cannot participate, enjoy themselves or perform at their best if they are treated unfairly, discriminated against or harassed.

We prohibit all forms of harassment, discrimination and bullying based on the personal characteristics listed in the "Definitions" set out in our Dictionary of Terms [\[see clause 10\]](#). In most circumstances, this behaviour is against the law.

If any person feels they are being harassed or discriminated against by another person, regional branch or organisation bound by this policy, they may make an internal complaint. In some circumstances, they may also be able to make a complaint to an external organisation. ([Refer to the attachments in Part D of this policy](#))

6.4 Relationships

AIDA Inc takes the position that if a close personal relationship does exist or develop between an association member and student, that relationship will be managed in an appropriate manner.

Inappropriate close personal relationships is defined as a close personal relationship between a member and a student which involves:

- a breach of any Association policy or procedure;
- a breach of the Association Ethics Statement;
- conduct inappropriate to the student/teacher and student/supervisor relationship;
- conduct inconsistent with the duty of care that teacher/supervisor staff owe to students;
- sexual harassment;
- bullying; and/or
- exploitation.

The teacher or adult dancer may wish to seek advice or support from the Grievance Officer, President or any other Council member, if they feel harassed. Our complaints procedure is outlined in [Part D](#) of this policy.

6.5 Pregnancy

AIDA Inc will take reasonable care to ensure the safety, health and well-being of pregnant women and their unborn children. We will advise pregnant women that there may be risks involved and encourage them to obtain medical advice about those risks. Pregnant women should be aware that their own health and well-being, and that of their unborn children, are of utmost importance in their decision-making about the extent they choose to participate in Irish dancing.

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy in sport/active activities and ensure that they make informed decisions about their participation in Irish dancing. We will only require pregnant women to sign a disclaimer if all other participants are required to sign one in similar circumstances. We will not require women to undertake a pregnancy test.

If a pregnant woman feels she has been harassed or discriminated against by another individual or organisation bound by this policy, she may make a complaint. [\(Refer to the attachments in Part D of this policy\)](#)

6.6 Gender identity

AIDA Inc is committed to providing a safe, fair and inclusive environment where people of all backgrounds can contribute and participate. People who identify as transgender or transsexual should be treated fairly and with dignity and respect at all times. This includes acting with sensitivity when a person is undergoing gender transition.

We will not tolerate any unlawful discrimination or harassment of a person who identifies as transgender or transsexual or who is thought to be transgender or transsexual. If a transgender or transsexual person feels he or she has been harassed or discriminated against by another individual or organisation bound by this policy, he or she may make a complaint. ([Refer to the attachments in Part D of this policy](#))

AIDA Inc recognises that excluding transgender and transsexual people from participating in Irish dance events has significant implications for their health, well-being and involvement in community life. In general, we will support their participation in Irish dancing on the basis of the gender with which they identify.

We also recognise that there is debate over whether a male-to-female transgender person obtains any physical advantage over other female participants. This debate is reflected in the divergent discrimination laws across the country. If issues of performance advantage arise, we will seek advice on the application of those laws in the particular circumstances.

6.7 Responsible service and consumption of alcohol

AIDA Inc is committed to conducting events in a manner that promotes the responsible service and consumption of alcohol. We also recommend that regional branches follow strict guidelines regarding the service and consumption of alcohol.

In general, our policy is that:

- 1) alcohol-free social events will be provided for young people and families
- 2) food and low-alcohol and non-alcoholic drinks will be available at events we hold or endorse where alcohol is served
- 3) a committee member will be present at events we hold or endorse where alcohol is served to ensure appropriate practices are followed
- 4) safe transport options will be promoted as part of any event we hold or endorse where alcohol is served.

6.8 Smoke-free environment

AIDA Inc recommends that the following policies be applied to all events that we hold or endorse.

- 1) No smoking shall occur at or near events involving children and young people under the age of 18. This policy shall apply to all adjudicators, teachers, dancers, officials and volunteers.
- 2) Events shall be smoke-free, with smoking permitted at designated outdoor smoking areas.

6.9 Cyber-bullying

AIDA Inc regards bullying and harassment in all forms as unacceptable in Irish dancing.

AIDA Inc will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. In some cases, bullying is a criminal offence punishable.

Frustration at AIDA Inc, regional branches, adjudicators, teachers, dancers, event officials and volunteers should never be communicated on social networking websites. These issues should

instead be addressed – in a written or verbal statement or a complaint to the Grievance Officer ([Refer to Part D of this policy](#)).

6.10 Social networking websites

AIDA Inc acknowledges the enormous value of social networking websites, such as Facebook and Twitter, to promote Irish dancing and celebrate the achievements and success of the people involved in Irish dancing.

We expect all people bound by this policy to conduct themselves appropriately when using social networking sites to share information related to Irish dancing.

Social media postings, blogs, status updates and tweets:

- 1) must not use offensive, provocative or hateful language
- 2) must not be misleading, false or injure the reputation of another person
- 3) should respect and maintain the privacy of others
- 4) should promote Irish dancing in a positive way.

Refer to Social Media Guidelines for All Registered teachers available on our website www.aidainc.com

7. Complaints procedures

7.1 Handling complaints

AIDA Inc aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice.

Any person (a complainant) may report a complaint about a person, people or organisation bound by this policy (respondent) if they feel they have been harassed, bullied or discriminated against or there has been a breach of this policy.

In the first instance, complaints should be reported to the Grievance Officer at complaints@aidainc.com

If a complaint relates to behaviour or an incident that occurred at:

- 1) state level, or involves people operating at the state level, then the complaint should be reported to and handled by the relevant regional branch in the first instance
- 2) an individual dance school, or involves people operating in the individual dance school, then the complaint should be reported to and handled by the relevant teacher/s of that school in the first instance.

Only matters that relate to, or which occurred at, the national level, as well as serious cases referred from the regional branch and individual schools, should be dealt with by AIDA Inc.

A complaint may be handled informally or formally. The complainant will usually indicate his or her preferred option unless the Grievance Officer considers that the complaint falls outside this

policy and should be handled another way. For example, the law may require that the complaint/allegation be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially. Our procedures for handling and resolving complaints are outlined in [Attachment \[D1\]](#).

Individuals and organisations may also seek to have their complaint handled by an external agency under anti-discrimination, child protection, criminal or other relevant legislation.

7.2 Improper complaints and victimisation

AIDA Inc aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against the person making the complaint.

We will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures can be imposed on anyone who harasses or victimises another person for making a complaint or supporting another person's complaint.

If at any point in the complaint handling process the Grievance Officer considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or intended to cause distress to the respondent, the matter may be referred to the Tribunal for review and appropriate action, including possible disciplinary action against the complainant.

7.3 Mediation

AIDA Inc aims to resolve complaints quickly and fairly. Complaints may be resolved by agreement between the parties involved with no need for disciplinary action.

Mediation is a confidential process that allows those involved in a complaint to discuss the issues or incident in question and come up with mutually agreed solutions. It may occur before or after the investigation of a complaint.

If a complainant wishes to resolve the complaint with the help of a mediator, the Grievance Officer will, in consultation with the complainant, arrange for an independent mediator where possible. We will not allow lawyers to negotiate on behalf of the complainant and/or the respondent.

More information on the mediation process is outlined in [Attachment \[D2\]](#).

7.4 Tribunals

A Tribunal may be convened to hear a formal complaint if:

- 1) referred to it by the Grievance Officer and/or President of AIDA Inc
- 2) referred to it or escalated by a regional branch because of the serious nature of the complaint
- 3) it was unable to be resolved at the state level or because the policy of the state association directs it to be
- 4) it is for an alleged breach of this policy.

Our Tribunal procedure is outlined in [Attachment \[D4\]](#).

A respondent may only lodge an appeal to the Appeal Tribunal in respect of a Tribunal decision. The decision of the Appeal Tribunal is final and binding on the people involved. Our appeals process is outlined in [Attachment \[D4\]](#).

Every organisation bound by this policy will recognise and enforce any decision of a Tribunal or Appeal Tribunal under this policy.

8. What is a breach of this policy?

It is a breach of this policy for any individual or organisation bound by this policy to do anything contrary to this policy, including but not limited to:

- 1) breaching the codes of behaviour ([refer to Part B of this policy](#))
- 2) bringing Irish dancing or AIDA Inc into disrepute, or acting in a manner likely to bring Irish dancing or AIDA Inc into disrepute
- 3) failing to follow AIDA Inc policies (including this policy) and our procedures for the protection, safety and well-being of children
- 4) discriminating against, harassing or bullying (including cyber-bullying) any person
- 5) victimising another person for making or supporting a complaint
- 6) engaging in a sexually inappropriate relationship with a person that he or she supervises, or has influence, authority or power over
- 7) verbally or physically assaulting another person, intimidating another person or creating a hostile environment within Irish dancing
- 8) disclosing to any unauthorised person or organisation any AIDA Inc information that is of a private, confidential or privileged nature
- 9) making a complaint that they know to be untrue, vexatious, malicious or improper
- 10) failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy
- 11) failing to comply with a direction given to the individual or organisation as part of a disciplinary process.

9. Disciplinary measures

AIDA Inc may impose disciplinary measures on an individual or organisation for a breach of this policy.

Any disciplinary measure imposed will be:

- 1) fair and reasonable
- 2) applied consistent with any contractual and employment rules and requirements
- 3) based on the evidence and information presented and the seriousness of the breach
- 4) determined in accordance with our Rules and this policy.

9.1 Individual

Subject to contractual requirements, if a finding is made by a Tribunal that an individual has breached this policy, one or more of the following forms of discipline may be imposed.

- 1) a direction that the individual make a verbal and/or written apology
- 2) a written warning
- 3) a direction that the individual attend counselling to address their behaviour
- 4) a withdrawal of any awards, scholarships, placings, records, achievements bestowed in any events held or sanctioned by AIDA Inc
- 5) a suspension of the individual's participation or engagement in a role or activity
- 6) a recommendation that AIDA Inc terminate the individual's appointment or engagement
- 7) in the case of a teacher, as per Clause 41 of Rules
- 8) a fine
- 9) any other form of discipline that the AIDA Inc Council considers appropriate.

9.2 Organisation

If a finding is made that any AIDA Inc member regional branch or affiliated organisation has breached it's own or this policy, one or more of the following forms of discipline may be imposed by President, Disputes Committee/Tribunal.

- 1) a written warning
- 2) a fine
- 3) a direction that any rights, privileges and benefits provided to that regional branch/organisation by the AIDA Inc be suspended for a specified period
- 4) a direction that AIDA Inc and regional branches cease to sanction events held by or under the auspices of that organisation
- 5) a recommendation to their national body that its membership of the national body or peak association be suspended or terminated in accordance with the relevant constitution or rules
- 6) any other form of discipline that the national body or peak organisation considers reasonable and appropriate.

9.3 Factors to consider

The form of discipline to be imposed on an individual or organisation will depend on factors, such as:

- 1) the nature and seriousness of the breach
- 2) if the person knew, or should have known, that the behaviour was a breach of the policy
- 3) the person's level of contrition
- 4) the effect of the proposed disciplinary measures on the person, including any personal, professional or financial consequences
- 5) if there have been any relevant prior warnings or disciplinary action
- 6) the ability to enforce disciplinary measures if the person is a parent or spectator (even if they are bound by the policy)
- 7) any other mitigating circumstances.

10. Dictionary of terms

This Dictionary sets out the meaning of words used in this policy and its attachments, without limiting the ordinary and natural meaning of the words. Further detail or definitions that are specific to different states and territories can be sourced from the relevant child protection authorities or equal opportunity and anti-discrimination commissions.

Abuse is a form of harassment and includes physical abuse, emotional abuse, sexual abuse, neglect and abuse of power. Examples of abusive behaviour include bullying, humiliation, verbal abuse and insults.

AIDA Inc means the “Australian Irish Dancing Association Incorporated”

Child means a person who is under the age of 18.

Child abuse involves conduct which puts a child at risk of harm and may include:

- physical abuse, by hurting a child or a child’s development (e.g. hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child’s development or maturity)
- sexual abuse by adults or other children, where a child is encouraged or forced to watch or engage in sexual activity or where a child is subject to any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography, including child pornography, or inappropriate touching or conversations)
- emotional abuse, by ill-treating a child (e.g. humiliation, taunting, sarcasm, yelling, negative criticism, name-calling, ignoring or placing unrealistic expectations on a child)
- neglect (e.g. failing to give a child food, water, shelter or clothing or to protect a child from danger or foreseeable risk of harm or injury).

Complaint means a complaint made under clause 7 of this policy

Complainant means the person making a complaint.

Discrimination occurs when someone is treated unfairly or less favourably than another person in the same or similar circumstances because of a particular personal characteristic. This is known as direct discrimination. Indirect discrimination occurs when a rule, policy or practice disadvantages one group of people in comparison with others, even though it appears to treat all people the same.

In Australia, it is against the law to discriminate against someone because of their:

- age
- disability
- family/carer responsibilities
- gender identity/transgender status
- homosexuality and sexual orientation
- irrelevant medical record
- pregnancy and breastfeeding
- race
- religious belief/activity
- sex or gender
- social origin;

Some states and territories include additional protected characteristics, such as physical features or association with a person with one or more of the characteristics listed above.

Some exceptions to state and federal anti-discrimination law apply, such as:

- holding an event for boys and girls only who are under the age of 12, or of any age where strength, stamina or physique is relevant

- not selecting a participant if the person's disability means he or she is not reasonably capable of performing the actions reasonably required for that particular activity.

Event means any event organised by AIDA Inc and includes but is not limited to competitions, feis, National Championships, AIO, grade exams, social events.

Grievance Officer means a person trained to be the first point of contact for a person reporting a complaint under, or a breach of, this policy. He or she provides impartial and confidential support to the person making the complaint and could be the person appointed under this policy to investigate a complaint.

Harassment is any type of behaviour that the other person does not want and is likely to make the person feel intimidated, insulted or humiliated. Unlawful harassment can target a person because of their race, sex, pregnancy, marital status, sexual orientation or some other personal characteristic protected by law (see the list under "Discrimination").

Public acts of racial hatred which are reasonably likely to offend, insult, humiliate or intimidate are also prohibited. This applies to spectators, participants or any other person who engages in such an act in public. Some states and territories also prohibit public acts that vilify people on other grounds such as homosexuality, gender identity, HIV/AIDS, religion and disability (see also "Vilification").

Mediator means an impartial person appointed to help those people involved in a complaint to talk through the issues and resolve the matter on mutually agreeable terms.

Member refer to AIDA Inc Rules Clause 5 – Classes of members

Natural justice (or procedural fairness) requires that:

- both the complainant and the respondent must know the full details of what is being said against them and have the opportunity to respond
- all relevant submissions must be considered
- no person may judge their own case
- the decision-maker(s) must be unbiased, fair and just
- the penalties imposed must be fair.

Policy, policy and this policy means this Member Protection Policy.

Regional Branch means the branch or branches that are formed and will be formed in any State or Territory of Australia and which subscribes to AIDA Inc Rules

Respondent means the person whose behaviour is the subject of the complaint.

Rules refers to the AIDA Inc Constitution.

Sexual harassment means unwanted, unwelcome or uninvited behaviour of a sexual nature which could reasonably be anticipated to make a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include unwanted physical contact, verbal comments, jokes, propositions, displays of pornographic or offensive material or other behaviour that creates a sexually hostile environment.

Sexual harassment is not behaviour based on mutual attraction, friendship and respect. If the interaction is between consenting adults, it is not sexual harassment.

Sexual offence means a criminal offence involving sexual activity or acts of indecency.

Because of differences under state and territory laws, this can include but is not limited to:

- rape
- indecent assault
- sexual assault
- assault with intent to have sexual intercourse
- incest
- sexual penetration of child under the age of 16
- indecent act with child under the age of 16

- sexual relationship with child under the age of 16
- sexual offences against people with impaired mental functioning
- abduction and detention
- procuring sexual penetration by threats or fraud
- procuring sexual penetration of child under the age of 16
- bestiality
- soliciting acts of sexual penetration or indecent acts
- promoting or engaging in acts of child prostitution
- obtaining benefits from child prostitution
- possession of child pornography
- publishing child pornography and indecent articles.

Transgender is a general term applied to individuals and behaviours that differ from the gender role commonly, but not always, assigned at birth. It does not imply any specific form of sexual orientation.

Victimisation means subjecting a person, or threatening to subject a person, to any unfair treatment because that person has or intends to pursue their right to make any complaint, including a complaint under government legislation (e.g. anti-discrimination) or under this policy, or for supporting another person to make complaint.

Vilification involves a person or an organisation doing public acts to incite hatred towards, serious contempt for, or severe ridicule of a person or group of people having any of the characteristics listed under the definition of “Discrimination”.

Working With Children Checks - Anyone who works face-to-face with children in a paid, self-employed or voluntary capacity must have a Working with Children Check (WWCC) clearance, unless they qualify for an [exemption](#).

A WWCC involves a National Police Check (criminal history record check) and a review of reportable workplace misconduct. The outcome of a check is either a clearance to work with children, or a bar against working with children. If cleared, a check is valid for five years, however cleared applicants are continuously monitored to ensure that the check remains current.

PART B:

CODES OF BEHAVIOUR

AIDA Inc seeks to provide a safe, fair and inclusive environment for everyone involved in our organisation and in Irish dancing.

To achieve this, we require certain standards of behavior of dancers, teachers, adjudicators, examiners, officials, administrators, parents/guardians (of child participants) and spectators.

Our codes of behaviour are underpinned by the following core values.

- to act within the rules and spirit of Irish dancing.
- to display respect and courtesy towards everyone involved in Irish dancing and prevent discrimination and harassment.
- to prioritise the safety and well-being of children and young people involved in Irish dancing.
- to encourage and support opportunities for participation in all aspects of Irish dancing.
- Refer to [Dancers' Code of Conduct](#) available at AIDA Inc website.
- Refer to Rules for Dancing Teachers and Adjudicators available at the [Irish Dancing Commission, Ireland website](#)

PART C:

EMPLOYMENT SCREENING / WORKING WITH CHILDREN CHECK REQUIREMENTS

AIDA Inc is committed to providing a child-safe environment. As part of this, we will recruit staff and volunteers who do not pose a risk to children.

Employment screening and Working with Children Checks will be required for all members, staff and volunteers to assess a person's suitability to work with children and young people and will involve:

- criminal history checks
- signed declarations
- referee checks, and
- other relevant background checks to assess a person's suitability to work with children and young people.

Travelling to other states or territories

AIDA Inc including our regional branches and individual schools, will meet the requirements of the relevant state or territory Working with Children Check laws.

The exception is for volunteers or workers travelling interstate for up to 30 days in any 12 month period working/participating in AIDA Inc activities. This means that volunteers and workers with a valid check in their home state or territory will be able to participate in short-term activities across state and territory borders without the need for additional checks.

Individuals travelling with children and young people to another state or territory in a work-related capacity must comply with the screening requirements of that particular state or territory.

PART D:

COMPLAINT HANDLING PROCEDURES

AIDA Inc aims to support people associated with Irish dancing in Australia to make and resolve any complaints or grievances they may have in a fair, timely and effective way.

AIDA Inc will keep all complaints confidential and will not provide information about the complaint to another person without the complainant's consent, except if the law requires us to disclose this information or if it is necessary to properly resolve the complaint.

To ensure fairness for everyone involved, AIDA Inc will provide the full details of the complaint to the person or persons against whom the complaint has been made and request a response. As a result, it may be difficult to resolve complaints made anonymously.

AIDA Inc will provide informal and formal procedures to resolve complaints. Individuals and organisations can also complain to external organisations under anti-discrimination, child protection and other relevant laws.

Contact email complaints@aidainc.com

ATTACHMENTS:

D1: [INFORMAL & FORMAL APPROACHES](#)

D2: [MEDIATION PROCEDURES](#)

D3: [COMPLAINT INVESTIGATION PROCESS](#)

D4: [TRIBUNAL PROCEDURES](#)

COMPLAINT HANDLING PROCEDURES

INFORMAL APPROACHES

Step 1: Talk with the other person (if safe, reasonable and appropriate)

If you feel confident to do so, you can approach the other party directly to discuss the issues and try and resolve the problem.

Step 2: Contact the Grievance Officer

We encourage you to talk with the Grievance Officer if:

- the first step is not possible or reasonable
- you are not sure how to handle the problem by yourself
- you want to talk confidentially with someone and find out what options are available to resolve the problem, or
- the problem continues after you approached the other person.

The contact details for our Grievance Officer are complaints@aidainc.com

The Grievance Officer will:

- take confidential notes about your complaint
- try to find out the facts of your complaint
- ask how you would like the problem to be resolved and if you need support
- provide different options for you to resolve the problem
- act as a support person, if you wish
- refer you to an appropriate person (e.g. a mediator) to help you resolve the problem, if necessary
- inform the relevant government authorities and/or police, if required by law to do so
- maintain confidentiality.

Step 3: Decide how to resolve the problem

After talking with the Grievance Officer you may decide:

- there is no problem
- the problem is minor and you do not wish to take the matter forward
- to try and resolve the problem yourself, with or without a support person
- to resolve the problem with the help of someone impartial, such as a mediator
- to resolve the matter through a formal process.

COMPLAINT HANDLING PROCEDURES

FORMAL APPROACHES

Step 4: Making a formal complaint

If it is not possible or appropriate to resolve your complaint through an informal process, you may:

- make a formal complaint in writing to the Grievance Officer at complaints@aidainc.com or
- approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice.

After receiving a formal complaint, and based on the material you provide, the Grievance Officer will decide whether:

- he or she is the most appropriate person to receive and handle the complaint
- the nature and seriousness of the complaint requires a formal resolution procedure
- to refer the complaint to mediation
- to investigate the complaint
- to convene a Disputes Committee to handle the complaint
- to refer the matter to the police or other appropriate authority, and/or
- to implement any interim arrangements that will apply until the complaint process is completed.

In making this decision, the Grievance Officer will take into account:

- whether he or she has had any personal involvement in the circumstances and if the President of AIDA Inc should handle the complaint
- your wishes, and the wishes of the respondent, regarding how the complaint should be handled
- the relationship between you and the respondent (e.g. an actual or perceived power imbalance between you and the respondent)
- whether the facts of the complaint are in dispute
- the urgency of the complaint, including the possibility that you might face further unacceptable behaviour while the complaint process is underway.

If the Grievance Officer is the appropriate person to handle the complaint, he or she will, if these steps are necessary:

- provide the information received from you to the other person(s) involved and ask for their side of the story
- decide if there is enough information to determine whether the matter alleged in your complaint did or didn't happen, and/or
- determine what, if any, further action to take, including disciplinary action in accordance with this policy.

Step 5: Investigating the complaint

In some cases, an investigation may be required to determine the facts surrounding the complaint. Our investigations procedure is outlined in [\[Attachment D3\]](#).

Following the investigation, a written report will be provided to person/s as determined who will determine what further action to take.

- if the complaint is referred to mediation, we will follow the steps outlined in AIDA Inc Mediation Procedures or as agreed by you, the respondent and the mediator.
- if the complaint is referred to a tribunal hearing, the hearing will be conducted according to the steps outlined in [\[Attachment D4\]](#).
- if the complaint is referred to the police or another external agency, we will endeavour to provide all reasonable assistance required by the police or the agency.

NOTE: Any costs relating to the complaint process set out in this policy (e.g. investigation, mediation and/or a tribunal hearing) are to be met by the complainant unless otherwise stated.

Step 6: Reconsidering a complaint or appealing a decision

If mediation is unable to resolve the matter, you may request that the Grievance Officer reconsider the complaint in accordance with Step 5.

You or the respondent(s) may also appeal a decision made by at a tribunal hearing. The grounds and process for appeals are set out in [\[Attachment D4\]](#).

Step 7: Documenting the resolution

The Grievance Officer will record the complaint, the steps taken to resolve it and the final outcome. This information will be stored in a confidential and secure place.

Approaching external organisations

If you feel that you have been harassed or discriminated against, you can seek advice from your state or territory anti-discrimination or equal opportunity commission. There is no obligation to make a formal complaint. However, if the commission advises you that the issues appear to be within its jurisdiction, you may choose to lodge a formal complaint with the commission.

Once a complaint is received by the commission, it will investigate the matter. If it appears that unlawful harassment or discrimination has occurred, the commission will attempt to conciliate the complaint on a confidential basis. If this fails, or if it is not appropriate, the complaint may go to a formal hearing. The tribunal will make a finding and decide what action, if any, will be taken. This could include an apology or financial compensation for distress, lost earnings or medical and counselling expenses incurred.

If you do lodge a complaint with the commission, an appropriate person from AIDA Inc (eg Grievance Officer) will be available to support you during the process. It is also common to have a legal representation, particularly if the complaint goes to a formal hearing.

Serious incidents, such as assault or sexual assault, should be reported to the police.

COMPLAINTS HANDLING PROCEDURES**MEDIATION PROCEDURES**

Mediation is a process that allows the people involved in a complaint to talk through the issue with an impartial person – the mediator – and work out a mutually agreeable solution. The mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved to talk through the issues and makes sure that the process is as fair as possible for all concerned.

AIDA Inc will approach mediation following the steps set out below.

- 1) The Grievance Officer will appoint a mediator to help resolve the complaint. This will be done under the direction of the President of AIDA Inc and in consultation with the complainant and the respondent(s).
- 2) The mediator will talk with the complainant and respondent(s) about how the mediation will take place and who will participate. At a minimum, the mediator will prepare an agenda of issues to be discussed.
- 3) All issues raised during mediation will be treated confidentially. We also respect the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
- 4) If the complaint is resolved by mediation, the mediator will prepare a document that sets out the agreement that has been reached. This agreement will be signed by the complainant and the respondent(s). We expect the parties involved to respect the terms of the agreement.
- 5) If the complaint is not resolved by mediation, the complainant may:
 - write to Grievance Officer to request that they reconsider the complaint in accordance with Step 3
 - approach an external agency, such as an anti-discrimination or equal opportunity commission, to resolve the matter.

We recognise that there are some situations where mediation will not be appropriate, including:

- when the people involved have completely different versions of the incident
- when one or both parties are unwilling to attempt mediation
- when the issues raised are sensitive in nature
- when there is a real or perceived power imbalance between the people involved matters that involve serious, proven allegations.

COMPLAINT HANDLING PROCEDURES

COMPLAINT INVESTIGATION PROCESS

There will be times when a complaint will need to be investigated and evidence gathered. An investigation helps determine the facts relating to the incident, as well as possible findings and recommendations.

Any investigation that we conduct will be fair to all people involved.

If the Grievance Officer decides that a complaint should be investigated, they will follow the steps outlined below.

- 1) The Grievance Officer will convene a Disputes Committee made up of independent members with no direct affiliation with either party – maximum of 10 including the Grievance Officer – to handle this complaint. ([Refer to PART F – Disputes Committees](#))
- 2) The Grievance Officer will provide a written brief to the members of the Disputes Committee that sets out the terms of the complaint and their roles and responsibilities. The Disputes Committee will:
 - a. make a finding as to whether the complaint is:
 - b. substantiated (there is sufficient evidence to support the complaint)
 - c. inconclusive (there is insufficient evidence either way)
 - d. unsubstantiated (there is sufficient evidence to show that the complaint is unfounded)
 - e. mischievous, vexatious or knowingly untrue.
 - f. provide a report to any external agencies or the President of AIDA Inc documenting the complaint, the investigation process, the evidence, the finding(s) and, if requested, any recommendations.
- 3) The Grievance Officer will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points that are substantiated, inconclusive, unsubstantiated and/or mischievous.
- 4) The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person or adviser (no legal representation is allowed).
- 5) The complainant and the respondent(s) may have the right to appeal any decision based on the investigation, [refer to D4 Appeals Procedures](#).

COMPLAINT HANDLING PROCEDURES

TRIBUNAL PROCEDURES

AIDA Inc will follow the steps set out below to hear formal complaints made under our Member Protection Policy.

Preparing for a Tribunal hearing

- 1) A Tribunal panel will be established, to hear a complaint that has been referred to it by the Grievance Officer and/or President of AIDA Inc. The number of Tribunal panel members required to be present throughout the hearing. Tribunal hearings may be conducted in person or via electronic means as determined for each individual hearing.
- 2) The Tribunal panel members will be provided with a copy of all the relevant correspondence, reports or information received and sent by the Grievance Officer and/or President of AIDA Inc relating to the complaint/allegations.
- 3) The Tribunal hearing will be held as soon as practicable. However, adequate time must be provided for the respondent(s) to prepare for the hearing.
- 4) The Tribunal panel will not include any person who has any actual or perceived conflict of interest or bias regarding the complaint/allegations.
- 5) The Grievance Officer and/or President of AIDA Inc will inform the respondent(s) in writing that a Tribunal hearing will take place. The notice will outline:
 - a. that the person has a right to appear/be heard at the Tribunal hearing to defend the complaint/allegations
 - b. the details of the complaint and of all allegations, as well as the clause of any policy or rule that has allegedly been breached
 - c. the date, time and venue of the Tribunal hearing and whether face to face or via electronic means.
 - d. that either verbal or written submissions can be presented at the Tribunal hearing
 - e. that witnesses may attend the Tribunal hearing to support the position of the respondent/s (statutory declarations of witnesses not available to attend and from character witnesses may also be provided to the Tribunal hearing)
 - f. any possible penalties that may be imposed if the complaint is found to be true
 - g. that legal representation will not be allowed.
 - h. a copy of any information/documents that have been given to the Tribunal panel (e.g. investigation report findings) will be provided to the respondent(s).
- 6) The respondent(s) will be allowed to participate in all AIDA Inc activities and events, pending the decision of the Tribunal, including any available appeal process, unless the Grievance Officer and/or President AIDA Inc believes it is necessary to exclude the respondent/s from all or some events because of the nature of the complaint.
- 7) The Grievance Officer and/or President AIDA Inc will notify the complainant in writing that a Tribunal hearing will take place. The notice will outline:
 - a. that the person has a right to appear/be heard at the Tribunal hearing to support their complaint

- b. the details of the complaint, including any relevant rules or regulations the respondent is accused of breaching
 - c. the date, time and venue of the Tribunal hearing and whether face to face or via electronic means
 - d. that either verbal or written submissions can be presented at the Tribunal hearing
 - e. that witnesses may attend the Tribunal hearing to support the complainant's position (statutory declarations of witnesses not available to attend may also be provided to the Tribunal Hearing)
 - f. that legal representation will not be allowed.
 - g. a copy of any information / documents given to the Tribunal (e.g. investigation report findings) will be provided to the complainant.
- 8) If the complainant believes the details of the complaint are incorrect or insufficient, he or she should inform the Grievance Officer and/or President AIDA Inc as soon as possible so that the respondent(s) and members of the Tribunal panel can be properly informed of the complaint.
- 9) If possible, the Tribunal panel should include at least one person with knowledge or experience of the relevant laws/rules (e.g. anti-discrimination).

Tribunal hearing procedure

- 1) The following people will be allowed to attend the Tribunal hearing:
 - Tribunal panel members
 - the respondent(s)
 - the complainant
 - any witnesses called by the respondent(s) called in at the appropriate time
 - any witnesses called by the complainant called in at the appropriate time
 - any parent/guardian or support person required to support the respondent or the complainant.
- 2) If the respondent(s) is not present at the set hearing time and the Tribunal chairperson considers that no valid reason has been presented for this absence, the Tribunal hearing will continue subject to the chairperson being satisfied that all Tribunal notification requirements have been met.
- 3) If the Tribunal chairperson considers that there is a valid reason for the non-attendance of the respondent(s), or the chairperson does not believe the Tribunal notification requirements have been met, then the Tribunal hearing will be rescheduled to a later date.
- 4) The Tribunal chairperson will inform the Grievance Officer and/or President AIDA Inc of the need to reschedule the hearing and they will arrange for the Tribunal to be reconvened.
- 5) The Tribunal chairperson will read out the complaint, ask each respondent if he or she understands the complaint and if he or she agrees or disagrees with the complaint.
- 6) If the respondent agrees with the complaint, he or she will be asked to provide any evidence or witnesses that should be considered by the Tribunal when determining any disciplinary measures or penalties.
- 7) If the respondent disagrees with the complaint, the complainant will be asked to describe the circumstances that lead to the complaint being made.
- 8) Reference may be made to brief notes.

- 9) The complainant may call witnesses.
- 10) The respondent may question the complainant and any witnesses.
- 11) The respondent will then be asked to respond to the complaint.
- 12) Reference may be made to brief notes.
- 13) The respondent may call witnesses.
- 14) The complainant may ask questions of the respondent and any witnesses.
- 15) The complainant and respondent(s) may be present when evidence is presented to the Tribunal hearing. Witnesses will be asked to wait outside the hearing until they are required.
- 16) The Tribunal may:
 - consider any evidence, and in any form, that it deems relevant
 - question any person giving evidence
 - limit the number of witnesses presented to those who provide new evidence
 - require (to the extent it has power to do so) the attendance of any witness it deems relevant
 - act in an inquisitorial manner in order to establish the truth of the issue/complaint before it.
- 17) Video evidence, if available, may be presented. Arrangements must be made entirely by the person(s) wishing to offer this type of evidence.
- 18) If the Tribunal panel considers that at any time during the hearing there is any unreasonable or intimidatory behaviour from anyone, the Tribunal chairperson may deny further involvement of that person in the hearing.
- 19) After all the evidence has been presented, the Tribunal will make its decision in private. It must decide whether the complaint has, on the balance of probabilities, been substantiated. As the seriousness of the allegation increases, so too must the level of satisfaction of the Tribunal that the complaint has been substantiated. The respondent(s) have the opportunity to address the Tribunal on disciplinary measures which may be imposed. Any disciplinary measures imposed must be reasonable in the circumstances.
- 20) All Tribunal decisions will be by majority vote.
- 21) The Tribunal chairperson will announce the decision in the presence of all those involved in the hearing and will declare the hearing closed. Alternatively, he or she may advise those present that the decision is reserved and will be handed down in written form at a later time.
- 22) Within 48 hours, the Tribunal chairperson will:
 - forward a notice of the Tribunal's decision to the Grievance Officer, President and Secretary AIDA Inc including any disciplinary measures imposed.
 - forward a letter reconfirming the Tribunal's decision to the respondent(s), including any disciplinary measures imposed. The letter should also outline the process and grounds for an appeal, if allowed. If matter is especially complex or important, the Tribunal chairperson may inform the parties in writing within 48 hours that the decision will be delayed for a further 48 hours.
- 23) The Tribunal does not need to provide written reasons for its decision.

Appeals procedure

- 1) If a complainant or a respondent(s) is not satisfied with the outcome of a mediation process or a Tribunal decision, he or she can lodge an appeal to the National Council on one or more of the following grounds:

- that a denial of natural justice has occurred
 - that the disciplinary measure/s imposed is unjust and/or unreasonable
 - that the decision was not supported by the information/evidence provided at the mediation or to the Tribunal Hearing
- 2) A person wanting to appeal must lodge a letter setting out the basis for their appeal with the Secretary AIDA Inc within 7 days of the decision being made. An appeal fee of \$100 shall be included with the letter of intention to appeal
 - 3) If the letter of appeal is not received by the Secretary within this time, the right of appeal will lapse. If the letter of appeal is received but the appeal fee is not received within this time, the appeal will also lapse.
 - 4) The letter of appeal and the notice of the Tribunal's decision (clause 22) will be forwarded to the National Council to review and to decide whether there are sufficient grounds for the appeal to proceed. The National Council may invite any witnesses to the meeting (either face to face or via electronic means) that he or she believes are required to make an informed decision.
 - 5) If the appellant has not shown sufficient grounds for an appeal in accordance with clause 26, then the appeal will be rejected. The appellant will be notified in writing, including the reasons for the decision and the appeal fee will be forfeited.
 - 6) If the appeal is accepted, an Appeal Tribunal with new panel members will be convened to rehear the complaint
 - 7) The Tribunal hearing procedure shall be followed for the Appeal Tribunal.
 - 8) The decision of the Appeal Tribunal will be final.

PART E:

REPORTING REQUIREMENTS AND DOCUMENTS/FORMS

AIDA Inc will ensure that all the complaints received, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint.

This information, and any additional records and notes, will be treated confidentially and stored in a secure place.

AIDA Inc will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

AIDA Inc will ensure that everyone who works with the association in a paid or unpaid capacity understands how to appropriately receive and record allegations of child abuse and neglect and how to report those allegations to the relevant authorities in their state or territory.

ATTACHMENTS

- [Attachment E1: Confidential record of informal complaint](#)
- [Attachment E2: Confidential record of formal complaint](#)



CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

Name of person receiving complaint					Date complaint received		
					DD	MM	YYYY
Name of person making complaint					Age of complainant		
					Under 18	<input type="text"/>	Over 18 <input type="text"/>
Connected with AIDA Inc as	<input type="checkbox"/>	Volunteer	<input type="checkbox"/>	Teacher	<input type="checkbox"/>	Adjudicator	
	<input type="checkbox"/>	Parent	<input type="checkbox"/>	Spectator	<input type="checkbox"/>	Other (indicate below)	
	<input type="checkbox"/>	Competitor /dancer	<input type="checkbox"/>	AIDA Inc member			
What is the nature of the complaint? (Tick more than one box if necessary)	<input type="checkbox"/>	Bullying	<input type="checkbox"/>	Physical abuse	<input type="checkbox"/>	Sexuality	
	<input type="checkbox"/>	Child Abuse	<input type="checkbox"/>	Pregnancy	<input type="checkbox"/>	Teaching methods	
	<input type="checkbox"/>	Disability	<input type="checkbox"/>	Race	<input type="checkbox"/>	Unfair decision	
	<input type="checkbox"/>	Discrimination	<input type="checkbox"/>	Religion	<input type="checkbox"/>	Verbal abuse	
	<input type="checkbox"/>	Harassment	<input type="checkbox"/>	Selection dispute	<input type="checkbox"/>	Victimisation	
	<input type="checkbox"/>		<input type="checkbox"/>	Sexual/sexist	<input type="checkbox"/>	Other	
When/where did the incident take place?							
What are the facts relating to the incident, as stated by complainant?							
What does the complainant want to happen to resolve the issue?							
What other information has the complainant provided?							
What is the complainant going to do now?							

This record and any notes must be kept in a confidential and safe place. Do not enter it on a computer system. If the issue becomes a formal complaint, this record is to be given to President of AIDA Inc.



ATTACHMENT E2

CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Name of person receiving complaint					Date complaint received		
					DD	MM	YYYY
Name of person making complaint					Age of complainant		
					Under 18	<input type="checkbox"/>	Over 18
Contact details of person making complaint	Phone No				Email		
Connected with AIDA Inc as:	Volunteer		Teacher		Adjudicator		
	Parent		Spectator		Other (indicate below)		
	Competitor /dancer		AIDA Inc member				
Name of person complaint is being lodged about (respondent)					Age of respondent		
					Under 18	<input type="checkbox"/>	Over 18
Connected with AIDA Inc as:	Volunteer		Teacher		Adjudicator		
	Parent		Spectator		Other (indicate below)		
	Competitor /dancer		AIDA Inc member				
What is the nature of the complaint? (Tick more than one box if necessary)	Bullying		Physical abuse		Sexuality		
	Child Abuse		Pregnancy		Teaching methods		
	Disability		Race		Unfair decision		
	Discrimination		Religion		Verbal abuse		
	Harassment		Selection dispute		Victimisation		
			Sexual/sexist		Other		
Location/event of alleged incident							
Description of alleged incident							
Methods (if any) of attempted informal resolution							

Formal resolution procedures followed (outline)	
If investigated:	Finding
If heard by Tribunal:	Decision
	Action recommended
If mediated:	Date of mediation
	Both/all parties present
	Agreement
	Any other action taken
If decision was appealed	Decision
	Action recommended
Resolution	Less than 3 months to resolve
	More than 8 months to resolve
	Between 3 – 8 months to resolve
Completed by	Name
	Position
	Signature
	Date
Signed by	Complainant
	Respondent:

This record and any notes must be kept in a confidential and safe place. If the complaint is of a serious nature, or if it is taken to and/or dealt with at the national level, the original record must be provided to The President of AIDA Inc and a copy kept with the Grievance Officer to whom the complaint was first made.

PART F:

ELECTION OF GRIEVANCE OFFICER AND DISPUTES COMMITTEE

A Disputes Committee will be formed as follows:

- A maximum of 10 nominated and elected current financial members of AIDA Inc including the Grievance Officer.
- Nominations and elections as per as per the procedures in the AIDA Rules for Council members
- Elected Disputes Committee members will service a term of office as follows:
 - 5 members of the Disputes Committee to serve a 3 year term
 - 5 members of the elected Disputes Committee to serve a 2 year term
- Elected Disputes Committee members will be provided with online training
- The Grievance Officer will then be elected from within the Disputes Committee
- The elected Grievance Officer will be provided with face to face training.