



Grievance Procedure for The Professional Speaking Association

1. Purpose

This procedure ensures that members can formally raise grievances about matters affecting them, including association policies, decisions, or interpersonal conflicts. The goal is to handle grievances fairly, transparently, and efficiently.

You must submit [the grievance form](#) with a written statement of grievance and send a copy to your Regional President.

Where the grievance is against the Regional President the matter should be raised with the Director of Regions. If the grievance is against a Director, then this should be raised with the Chair. If the grievance is against the Chair, then this should be raised with the Financial Director. [This person will be the investigator in the first instance].

If you become the investigator in a grievance case and you wish to have support with this then you may contact the Ethics Officer for guidance.

2. Scope

Grievances may include:

- Disputes between members.
- Concerns about association policies or decisions.
- Unfair treatment, discrimination, or exclusion.
- Issues related to conduct within association events or discussions.

3. Grievance Process

a) Informal Resolution

Before submitting a formal grievance, members are encouraged to resolve issues informally:

- **Direct Discussion:** If appropriate, the member should speak to the relevant party to seek resolution.
- **Mediation:** The association may facilitate informal discussions or mediation.

b) Formal Grievance Submission

If informal resolution is unsuccessful or inappropriate, the member may submit a formal grievance to the Director of Regions or appropriate person as outlined above.

The grievance must be:

- **Submitted in writing** (using the grievance form and a written statement (submitted via email)).



- **Clearly outlining the issue**, relevant dates, parties involved, and desired resolution.
- **Supported with evidence**, such as correspondence or witness accounts (if applicable).

c) Acknowledgment and Preliminary Review

The person receiving the form will acknowledge receipt within 5 business days and conduct an initial assessment. A designated Grievance Officer or subcommittee may be created to determine whether further investigation is necessary.

d) Investigation Process

- The investigator will gather relevant information from the complainant, respondent, and witnesses.
- Both parties will have an opportunity to present their views.
- If necessary, the investigator may seek external advice or mediation.

e) Decision and Resolution

Following the investigation, the investigator will determine a resolution, which may include:

- **No further action** if the grievance is unsubstantiated.
- **Mediation or advisory guidance** to improve relations.
- **Amendments to policies or procedures**, where applicable.
- **Formal warnings or disciplinary action**, if misconduct is confirmed.
- **Expulsion of a member**, if gross misconduct is found to have been committed.

f) Appeals Process

If the member disagrees with the outcome, they may submit an appeal within 10 working days, providing additional information to support reconsideration. The same grievance process will then be undertaken by another designated Investigator or subcommittee as allocated by the investigator.

g) Confidentiality and Record Keeping

All grievances will be documented securely, and information will be shared only with those involved in the resolution process. They will be lodged with the Admin support team (Sara Beth Reynolds) for security and continuity for a set period of time.

4. Review and Updates

This procedure will be reviewed annually to ensure effectiveness and alignment with best practices.

