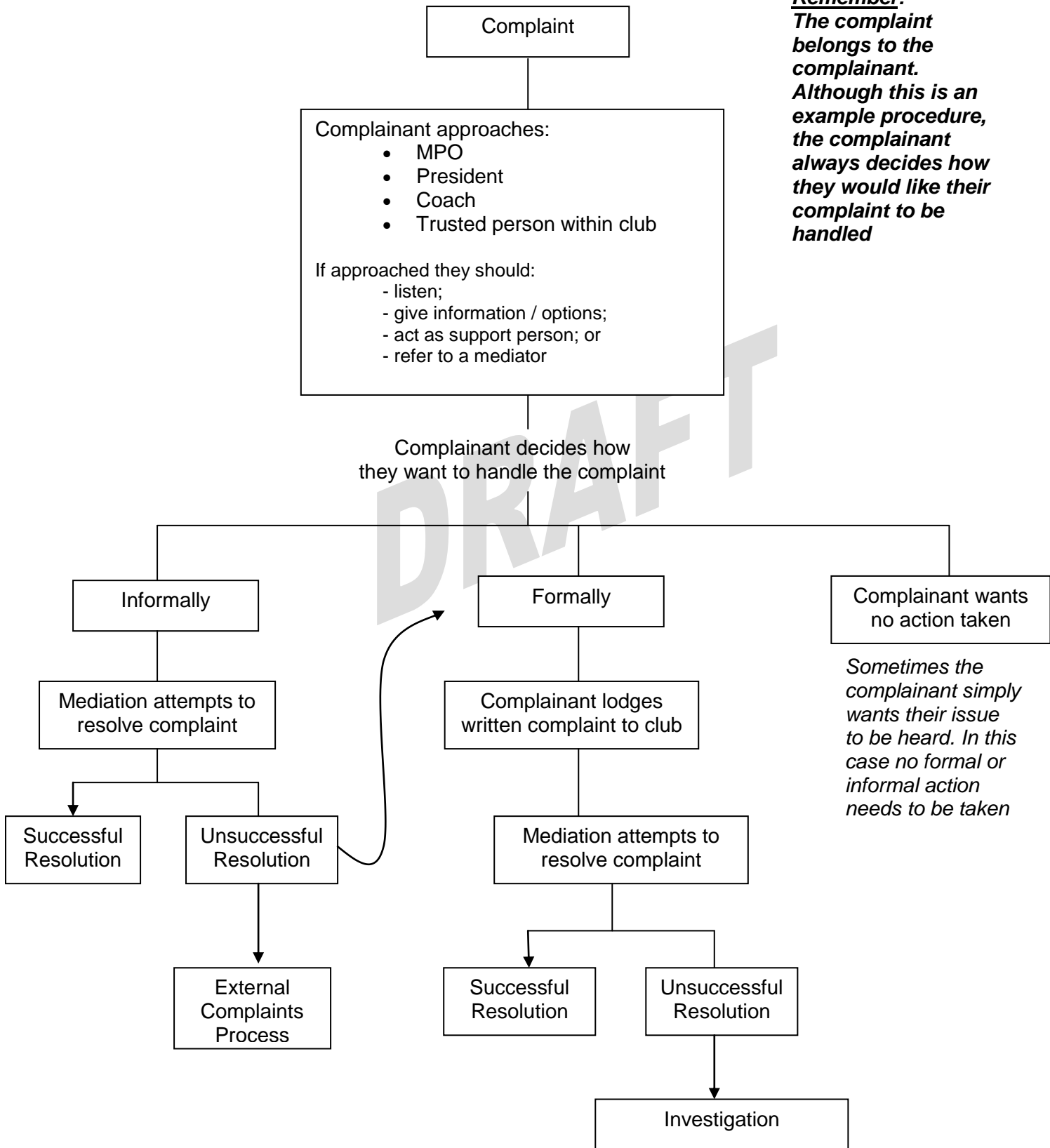


# SAMPLE GRIEVANCE PROCEDURE

**Remember:**  
***The complaint belongs to the complainant. Although this is an example procedure, the complainant always decides how they would like their complaint to be handled***



## **Glossary of Terms**

### **Member Protection Officer (MPO)**

A specially trained person appointed in accordance with the organisation's Member Protection Policy to be the first point of contact for someone experiencing harassment. The MPO provides confidential information, advice, options and emotional support for the complainant.

### **Complainant**

A person who has lodged a formal or informal complaint about harassment or abuse.

### **Mediation**

The process whereby an impartial third party (the Mediator) attempts to help two parties in dispute to agree on terms to resolve their dispute.

### **Grievance Procedure**

Complainant decides how they want to handle the complaint