



EQUESTRIAN
QUEENSLAND

MEDIATION POLICY & PROCEDURE

DRAFT

Policy Area: Management

Policy Number: EQ 0015

Effective Date: June 1, 2010

1. Introduction

Equestrian Queensland is committed to the goal of fostering mutual respect and understanding between individuals, whether it be staff, staff and members, or members and members.

The Organisation recognises that a positive working environment and positive working relationships can have a positive impact on staff and/or members and their subsequent involvement in the sport. It can also lead to better performance, improved employee retention and increased member satisfaction.

Equestrian Queensland also recognises that conflict in the workplace happens and when it does we wish to support staff and/or members to work together to resolve disputes and conflicts.

Mediation is proven to be an effective tool for resolving conflicts between individuals in most working or sporting environments.

No mediation process will commence until the Board has received a complaint in writing on the Grievance Notification Form. Failure to meet this requirement will result in the matter being dismissed. The Grievance Mediation Form and Policy can be found at www.gld.equestrian.org.au and click on the Documents & Forms menu bar – Members Forms.

2. Policy Aims

The aim of this policy is to provide staff and/or members with a framework for resolving conflicts in a way which is impartial and objective.

The mediation process will primarily be offered as a tool where two parties are in dispute. The aim is to resolve conflict at the earliest possible opportunity and to encourage the parties to resolve their differences without having to go through a more formal process such as an investigation or Tribunal.

To a lesser extent, the process may occasionally be used to reconcile working relationships if this is recommended.

3. Definition

Mediation can be defined as a voluntary dispute resolution process where an impartial third party helps two individuals or groups who are in conflict to agree a solution that is acceptable to them both.

Mediation is most effective when:

- Both parties are willing to work together to resolve their differences
- Room exists for an improvement in working relationships
- Allegations and counter allegations have been made
- There is dispute over a workplace/sporting situation
- No serious breaches of sporting policy or procedures have occurred*.

Most kinds of dispute can be mediated if those involved want to find a way forward. Mediation is especially suitable when the aim is to maintain the employment relationship. It can be used at any stage in a dispute but is often most effective if used early on.

The Mediator does not tell the parties what to do but rather acts as a broker of a settlement agreed by the parties. Mediation is voluntary and not normally legally binding.

* It is important to differentiate disagreements between individuals from breaches of the Member Protection Policy such as harassment, physical abuse, verbal abuse or matters that pertain specifically to that Policy.

4. Selection of Mediators

There will be two (2) mediators appointed for any particular matter.

One Mediator will be a current member of the Equestrian Queensland Board and the second mediator will be a sport committee member from a sport not specific to the parties involved.

Mediators will at all times act in an impartial manner in an effort to assist both parties reach a satisfactory outcome.

5. The Mediation Process

The first stage in the process will be for the mediators to arrange separate meetings with the parties involved. These meetings are designed to ensure that the parties:

- Understand and have confidence in the mediation process and mediators.
- Understand the issues.
- Begin to look for positives about the party with whom they are in dispute.
- Are tasked to think about key issues identified by the mediators at the initial meeting so that they are better prepared for the joint meeting.

After the initial meetings the parties will be invited to a joint face to face meeting where, with the support of the mediators acting as facilitators, they will work towards reaching a mutually satisfactory outcome.

At the end of the discussion the mediators will assist the parties to draw up an agreement, if one has been reached or is necessary to this extent. This agreement is confidential to the parties unless the parties decide otherwise. The Board will be notified by the mediators as to whether an agreement has been reached through the mediation process.

During the process the following principles will be adhered to:

- All meetings are confidential. The only exception to this rule is where there is evidence of a serious breach of sport rules or policy or where there is evidence of serious risk to health and safety. In those circumstances the process will be terminated and the Board informed accordingly.
- All parties have the right to withdraw from the process at any time.
- There may be circumstances where mediation will not be recommended, for example where disciplinary action has been instigated.
- Mediation is voluntary and is not normally legally binding.



GRIEVANCE NOTIFICATION FORM
(To be completed by the member and/or staff raising the grievance.)

NAME:

EQUESTRIAN SPORT:

Please state your grievance below as fully and clearly as possible (continue on a separate sheet if necessary). If you are seeking a specific outcome, please include this below.

DRAFT

Signed

Date