

## **NZANLP GRIEVANCE POLICY & PROCEDURE**

The NZANLP wishes to ensure that all members treat each other well, fairly and with respect. All members are required to abide by the NZANLP Code of Ethics.

In addition it is expected that committee members will work within the scope of their position descriptions.

A grievance arises when a member of the organisation behaves in a way that another member believes is unacceptable. A grievance may, or may not be justified.

This policy seeks to ensure that a fair process is applied which gives all parties equal opportunity to be heard, and for their concerns to be expressed and dealt with appropriately.

Where a grievance is justified, this policy seeks to ensure that appropriate actions are taken to seek a solution.

The organisation recognises that members have the right to raise grievances about any matter related to the actions of another member, or a member of the Management Committee, the Registration Board, or the manner in which they have been treated by the organisation.

It is the intention of the organisation to deal with any grievances between members in a fair way.

We recognise that most grievances that can be resolved between members using their NLP communication skills, without the need for a formal process. In most circumstances this is the best way of achieving a solution for all parties.

We would encourage members, wherever possible to resolve any issue between themselves, without referring it to the Management Committee, but recognise that in some situations this will be necessary.

If the grievance cannot be resolved between the parties themselves or is in relation to an issue of serious misconduct or misbehaviour, concerns may be communicated to the Management Committee in writing.

The Management Committee will seek to help the parties resolve the grievance either formally or informally.

**Informal resolution** relates to a facilitated or problem solving approach between the complainant\*, the person accused and an association representative. It may also involve mediation.

**Formal resolution** is more concerned with fact finding and an investigative approach and may ultimately end up being considered a breach of the Code of Ethics.

\* In the NZANLP grievance policy, the complainant refers to the person raising a grievance (as opposed to a complaint, which has a separate policy).

### **Procedure for raising a complaint**

1. In the first instance the complainant should endeavour to resolve the grievance with the person they have a complaint against using their NLP skills.
2. If the complainant feels unable to resolve the grievance with the person then the next step would be to take it to a professional supervisor.
3. If the complainant is still unable to resolve a grievance with another member or has a grievance with the Management Committee or Registration Board, they should raise the matter in writing with a member of the Management Committee, in whom they have confidence.
4. Subject to the seriousness of the grievance, the Management Committee will arrange a special meeting within fourteen days of receipt of the grievance. They will discuss the matter and determine the appropriate action to take, including the option of further investigation into the matter.
5. If the matter is considered a breach of the NZANLP Code of Ethics it will be treated as such, and the Code of Ethics and or Complaint process will be applied.
6. If the Management Committee determines that the grievance requires further investigation, the complainant will be asked to give consent for the Management Committee to send a copy of the original letter to the member they have expressed a grievance about. If the complainant refuses to give consent, and, depending on the nature of the complaint, no further action may be taken.
7. The member in question will be given one month in which to reply to the grievance. Further correspondence may occur which could extend the time taken to seek resolution of the matter. If no response is received within one month from the member in question the Management Committee will proceed to the next step in the process.
8. The Management committee or nominated representatives will consider the information provided by the parties concerned and decide on whether further steps should be taken. These may include:
  - A meeting of both parties to mediate a resolution.
  - Both parties advised no further action will be taken by NZANLP.
  - Summary expulsion from the Association, where the circumstances warrant such serious action.
9. Any decision of the Management Committee will be final and binding.

10. If the Management Committee finds that the complaint was made maliciously or in a vexatious manner it will be treated seriously and may be regarded as misconduct and appropriate action taken.
11. The grievance will at all times be treated in a confidential manner. All parties should be made aware of their responsibilities in this regard.
12. If the issue is raised with the Management Committee a record will be kept in relation to the raising of the issue and of any subsequent resolution.