
MEMBER GRIEVANCE POLICY & PROCEDURE

1. An APSO member has the right to pursue a grievance against any employee or elected official of APSO.
2. An APSO member also has the right to pursue a grievance against any APSO policy or rule.
3. A grievance must be raised in writing and submitted to the APSO Ethics and Compliance Manager (EC Manager).
4. The EC Manager must advise the Member, in writing within 5 days of receipt of the grievance, of:
 - a. Confirmation that the grievance was received;
 - b. That a Grievance Committee has been appointed by APSO; and
 - c. Details of the procedure to be followed in concluding the grievance, i.e. if a meeting needs to be called, further statements, timelines to conclusion etc.
5. A grievance must be resolved as soon as reasonably possible.
6. In the event that the grievance is made against a Council Member, then such grievance must be made to both the EC Manager and the APSO President. The same procedure will then follow as in (4) above.
7. In the event that the grievance is made against the Chief Operating Officer (COO) or EC Manager, then such grievance must be made directly to the APSO President and Working Board. The same procedure will then follow as in (4) above.
8. In the event that the grievance is made against the APSO President then such grievance must be made to the COO and Working Board. The same procedure will then follow as in (4) above.
9. The outcome of a grievance could include:
 - a. The matter is resolved.
 - b. The matter is referred to a different process, i.e. disciplinary process.
 - c. The matter remains unresolved in which case the aggrieved party may refer the matter to the relevant authority with jurisdiction, such as the ombudsman.