

District 9455 Western Australia

## **Rationale:**

District 9455 Rotary Youth Exchange is committed to responding fairly and in a timely manner to complaints and concerns regarding our exchange program and service. To this end we have developed a grievance policy and flowchart setting out the method we will adopt in responding to grievances and the time frame in which we will endeavour to respond.

In order to achieve this aim we require the party aggrieved to provide full particulars on which they rely regarding their grievance. If there are further details required this will delay the response.

District 9455 Rotary Youth Exchange has developed this policy in the recognition that Rotary Youth Exchange Students, their parents and/or guardians, participating Rotary Clubs and Host Parents have the right to complain or appeal when they feel they have been treated unfairly.

## **Process:**

Complaints will not be prejudged. All parties must approach the issue reasonably and in good faith.

Issues and problems are best resolved locally. Attempt to resolve issues at Host Rotary Club level, including the Youth Director, Mentor and Club President in the discussions. If appropriate, the Rotary Youth Exchange Committee Placement Officer could also be included in this level of discussion.

The procedures in resolving problems and issues must have been followed prior to lodging a complaint.

All complaints or grievances must be in writing and the grievance flowchart procedure followed.

Full details of the complainant, the complaint, the steps that have been taken to attempt to resolve the issue must be provided.

The complaint will be investigated thoroughly and a timely response provided.

The investigation may (but not necessarily) include any or a combination of any of the following:

- Meeting (with interpreter where required)
- Referral to the appropriate individual
- Conciliation/arbitration
- Resolution
- Communication and explanation of the decision

# Grievance Resolution Procedure

## District 9455 Rotary Youth Exchange (RYE)

