

## SAGF GRIEVANCE PROCEDURE

### 1. **Introduction**

The aim is to:

- 1.1 Regulate the relationship between the Federation and its organs on the one side and its members and affiliates on the other side, and between its members and affiliates; and
- 1 By regulating the relationship as mentioned to ultimately create peace and harmony within the Federation;
- 1.2 To address any grievance amicably, through the intervention of the Federation and should the Federation not be able to address and resolve the issue to call in a third party to assist therewith.

### 2. **Purposes and Scope**

The purpose and scope are:

- 2.1 To support constructive relations;
- 2.2 To promote mutual respect between the Federation and its organs on the one side and its members and affiliates on the other side, and amongst members and affiliates;
- 2.3 To prevent arbitrary or discriminatory actions by the Federations and its organs towards a particular member/affiliate or group of members/affiliates.

### 3. **Scope Of Application**

This Grievance procedure shall be available to the all registered members/affiliates of the Federation.

### 4. **Process: Set out in Grievance Form**

- 4.1 **Step 1.** The aggrieved member shall via his/her club approach his/her club to register any grievance that he/she may have and complete the prescribed form in which he / she will in detail describe the grievance and also state what outcome he / she requires.

The club shall within 7 days meet with the aggrieved member and investigate the grievance with the object and task to have the grievance resolved. The club shall write a report in which he / she will note the finding and make recommendations to resolve the grievance.

- 4.2 **Step 2.** Should the club not be able to resolve the grievance it will notify the member concerned and forward the grievance together with its report to the Province and give reasons as to why the grievance remains unresolved. In the event of a Province consisting of more than 1 (one) Region, the Province shall be entitled to delegate its powers in terms of this grievance procedure to the Region concerned.

The Province (or Region as the case may be) shall within 7 days investigate the grievance with the object and task to have the grievance resolved. Within the said 7 (seven) days the Province/Region shall write a report in which it will note its finding to resolve the grievance. Should a Region not be able to resolve the grievance it will notify the member via his/her club and forward its finding and recommendations to its Province.



Tumbling



Artistic Men



Rhythmic



Aerobic



Trampoline



Artistic Women



Gym for All



Acrobatic



Acrobatic Dance



- 4.3 **Step 3.** Should the Province not be able to resolve the grievance it should forward the grievance together with its report to the relevant Program Management. The Program Management shall within 14 (fourteen) days investigate the grievance with the object and task to have the grievance resolved. Within the said 14 (fourteen) days the Program Management shall write a report in which it will note its finding to resolve the grievance.
- 4.4 **Step 4.** Should the Program Management not be able to resolve the grievance it should forward the grievance together with its report to the Technical Managers. The Technical Manager shall within 14 (fourteen) days investigate the grievance with the object and task to have the grievance resolved. . Within the said 14 (fourteen) days the Technical Managers shall write a report in which it will note its finding to resolve the grievance.
- 4.5 **Step 5.** Should the Technical Managers not be able to resolve the grievance it should forward the grievance together with its report to the Board The Board shall within 14 (fourteen) days investigate the grievance with the object and task to have the grievance resolved. Within the said 14 (fourteen) days the Board shall write a report in which it will note its finding to resolve the grievance. Should the Board be unable to resolve the grievance it will decide the way forward which may be to involve a third party to assist in having the grievance resolved.

A final outcome will be given to the aggrieved party within 21 (twenty-one) days after the matter has been referred to the Board and if it decides to involve a third party, a further 14 (fourteen) days will be allowed.

The whole grievance process must be dealt with within 12 weeks from date when the grievance was lodged by a member.

- 4.6 In the event of an affiliate lodging a grievance, steps 2, 3 and 4 will apply *mutatis mutandis*.

During the whole process the member has the right to be represented by a *bona fide* office bearer of the Member's Province/Region or by a *bona-fide* office bearer of the Member's Club or, in the case of a minor, the Member's legal guardian (It is the responsibility of the member to arrange this representative and not the Federation's responsibility).

In the event that the investigation reveals that there is substance in the grievance, the issue must be corrected timeously.

Should the grievance indicate that the unhappiness relates to misconduct by another member such member must be dealt with in terms of the Federation's Disciplinary Code.