



Sunshine Coast Tourism and Events Authority

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GRIEVANCE POLICY

1. Purpose

The purpose of this policy is to set out clear procedures on how Sunshine Coast Tourism (SCT) handles Grievances lodged by stakeholders.

2. Definitions

For purposes of this policy, unless otherwise stated, the following definitions shall apply:

Stakeholder

An individual or organisation that may or may not be a member of SCT and is directly or indirectly affected by the actions or inactions of the SCT.

Grievance

A grievance is any dissatisfaction and /or feeling of injustice in connection with an individual's or organisation's situation that is formally brought to the attention of the SCT.

The Aggrieved Party

A stakeholder that has lodged a grievance with the SCT.

SCT Board

The Board responsible for overseeing the functioning of the SCT and its staff. The SCT Board is (re) elected once annually and given its powers through the constitution of the Board.

Grievance Committee

A minimum of three SCT Board members selected by the SCT Board Chairperson to hear a Grievance.

3. Policy and Guidelines

3.1 Lodging of Grievances

- 3.1.1 A grievance is recorded as such when it is provided in writing and referred to as 'grievance', 'complaint', 'conflict', or any synonym referring to a formal expression of dissatisfaction by a stakeholder. Stakeholders are invited to use the Grievance Form attached to this policy, however this is not a condition for Grievances to be heard.



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- 3.1.2 Grievances are to be lodged directly to the Chairman of the SCT Board.
- 3.1.3 No stakeholder may be victimised as a result of the lodging of a grievance.
- 3.1.4. Grievances are to be resolved at the earliest stage possible and as quickly as possible. The time periods specified below are maximum time periods to be utilized to the full extent only where the complexity of the grievance requires the full use of that time period.

3.2 PROCEDURE FOR A GRIEVANCE

- 3.2.1 Upon receiving the Grievance, the Chairperson of the SCT Board selects a minimum of 2 other board members that he / she feels are most suitable to hear the grievance, forming the Grievance Committee. This selection is to be based on the interpersonal relations mentioned in the grievance as well as the expertise of the individual board members.
- 3.2.4 The Chairperson of the SCT Board decides who will be the chairperson of the Grievance Committee. Again this decision is based on interpersonal relations as well as expertise. The Chairperson of the SCT Board and the Grievance Committee may be one and the same person.
- 3.2.5 The Aggrieved Party is notified within 24 hours by the Chairperson of the SCT Board that the grievance is received with a commitment that within 48 hours an invitation for a Grievance Meeting will follow. An invitation for the Grievance Meeting follows within set timeframe by the Chairperson of the SCT Board. From hereon all communication is referred to the Chairperson of the Grievance Committee.
- 3.2.5 The Grievance Meeting will have the following structure:
 - (i) The Aggrieved Party is invited to state their Grievance and, if applicable, provide supporting evidence of the grievance.
 - (ii) The Grievance Committee may ask questions, however with the intention to understand the grievance, and not to dispute or marginalise it.



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- (iii) The Aggrieved Party is invited to state his / her / their desired outcomes.
- (iv) The Chairperson of the Grievance Committee summarises (i) and (iii) and indicates the steps to be taken forward. This may involve but is not limited to:
 - a. A meeting with the person(s) against which the grievance is lodged.
 - b. A further verification of the facts.
 - c. A consultation of external experts on the subject.
- (v) After possible additional steps or information gathered under (iv), the Grievance Committee meets to discuss and decide on the Grievance. The possible outcomes are:
 - a. The Grievance is recognised and a resolution in line with the desired outcomes of the stakeholders is proposed.
 - b. The Grievance is not recognised and no further action is to be taken by the SCT Board.
- (vi) The Chairperson of the Grievance Committee prepares a letter for the stakeholder(s) and invites them for a meeting during which this letter is presented and explained.

3.3 **COMMUNICATION SURROUNDING A GRIEVANCE PROCEDURE**

- 3.3.1 As the SCT is responsible for promoting Tourism, it is undesirable to settle grievances in the public domain. It will thus ask both the Aggrieved Party as well as other stakeholder that are involved to avoid any public debate until the grievance is resolved.
- 3.3.2 Neither the Grievance Committee nor the wider SCT Board will make any public statements until the Grievance Procedure has run its course.
- 3.3.3 The SCT Board may decide to release a press statement at the end of a Grievance Procedure if it feels this will benefit relations of stakeholders, or the public image of the Sunshine Coast.