

A step by step helpful guide

Describe the details of your problem here – keeping in mind the descriptions above (Include both objective facts of what occurred and the impact of that instance).

Clarifying your problem in writing can help you to decide on how you will approach the other person(s) involved in this issue.

The next step is to arrange to meet with the other person or people involved. This should be arranged within 10 working days of the problem occurring, so that any issues can be resolved quickly.

Prior to the meeting – you should outline below what outcomes you would like to achieve. This could include a range of solutions such as:

1. A better understanding on the part of the other person of why you consider their behaviour inappropriate or disrespectful.
2. An agreement between you and the other person on how to move forward and avoid any such future situations.
3. An apology if it is mutually agreed that the situation warrants it

To help you plan your conversation during the meeting – write down below what your preferred outcome to the problem is.

If this meeting does not resolve the issue to your satisfaction, and you still wish to proceed with the complaints resolution process, you could contact one of the following as appropriate to go to the Assisted Resolution stage ***within 5 working days of the meeting***. Branch Convenor; Relevant Campaign; Committee Convenor; State Convenor; Standing Committee Convenor; Moderator of a social media group; State Director.