



Complaints and Disputes Procedure

The Vegan Society of Aotearoa New Zealand (the Society) acknowledges the importance of addressing complaints and resolving disputes in a fair and transparent manner.

Where complaints or disputes cannot be resolved between the parties themselves, the following procedure ensures any person with a grievance will be heard, treated fairly, and have their confidences respected.

The following procedure should be worked through step by step. The process can be concluded at any step where all parties are satisfied. At every step in the process all parties have the right to have an advocate or support person present.

If You Have A Grievance:

Step One: Approach the person directly about the problem and attempt to come to a resolution in a calm and respectful manner.

Step Two: If a satisfactory resolution cannot be reached, submit a written description of your complaint or dispute to the Society. This can be done by using the Society's Official Complaint Form, emailing info@vegansociety.org.nz, or contacting any of the Society representatives listed below. Witnesses to the event will also be contacted to submit written statements.

This written complaint is a private document that will be communicated only with the Society's board members, the person the complaint is directed at, and possibly an independent mediator (see below). The Society will confirm in writing when it has received the complaint.

Step Three: The board members will read and discuss the complaint at their next meeting.

Step Four: The person whom the complaint is about is notified and given the opportunity to read the written complaint and respond to the board members.

The board members will identify the conflicting positions and interests, discuss alternative options, and generate a plan of action. This solution will be presented to both parties.

Step Five: If the board is unable to facilitate a satisfactory resolution, an independent mediator will be contacted to hear from both parties, at their expense. The mediator will work with both parties to facilitate a resolution.

Step Six: If mediation is unsuccessful, the board will meet with the mediator. At the conclusion of this meeting the board members will make a final decision and direct any action to be taken. The board's decision will be reported to the involved parties within four weeks of this meeting.

Criminal complaints

If the matter of the complaint is of a serious criminal nature, the Society recommends contacting the relevant authorities directly. Society representatives will be happy to assist in this matter.

Minor complaints

The society is committed to hearing all feedback and communication from its members and attendees. Volunteers who are aware of possible or actual complaints or disputes are obliged to report them to a Society representative.

If you have a complaint, grievance, or dispute that you do not consider significant enough to invoke the above procedure, the Society welcomes feedback through any communication method. Feel free to contact the Society representatives below with anything you think could improve your membership experience.

Vegan Society of Aotearoa New Zealand representatives

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Registered charity: Charities Commission Number CC 45333