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TULI CATTLE BREEDERS' SOCIETY OF SA COMPLAINT- AND GRIEVANCE PROCEDURE AS ON 26 JANUARY 2024

1. Members that contact the President or a Council Member with a complaint, whether in person or telephonically, must take notice that action cannot be taken on the ground of an oral conversation.
2. Members that want to report a complaint or grievance, must put it in writing addressed to Council within 21 days of the incident. All relevant information and proof must be mentioned in this letter. If the time period has expired, the member cannot take the matter further.
3. The letter must include the following, namely facts on which the grievance is based, the policy or rule that was disobeyed, the remedy requested and the reason why the conflict could not be solved at an informal level.
4. Council will handle the matter confidentially and will strive at all times to protect the whistle blower against victimisation.
5. Council will launch an independent investigation into the matter.
6. If the Council find it necessary to have an investigative discussion with both parties. The plaintiff must be willing to at their own cost, attend a Council meeting at a time and date that coincides with a Council meeting.
7. Both persons, the one that filed the complaint and the one against whom the complaint was filed, will be allowed to be accompanied by a representative.
8. The President of the Society will act as Chairperson and only if it is necessary shall an official disciplinary process follow. In this case the Society will appoint a legal Chairperson.
9. Both parties can appeal in writing against the decision. The appeal should reach Council within 7 days after the finding.

Raadslede / Council Members

S Mains-Sheard (President), B Raath (Vise-President/Vice President),
J Bredenkamp, E Clark, W Gouws, D Mullins, C Rothmann