

BIAZA Committee and Working Groups – Grievance Policy

Whilst we aim for your time on a BIAZA committee or working group to be an enjoyable and interesting opportunity, we accept that there may be occasions where challenges can arise. Many issues can be resolved quickly and easily by taking informal action; this is normally the swiftest and most effective solution. However, in some cases it may be necessary for the BIAZA Office Team to intervene and support resolution of these issues.

If you require BIAZA Office assistance then BIAZA staff will aim to identify and solve any problems that you feel you may have, or that we may feel there are, at the earliest possible stage and ask for your support during the process. You will be listened to if you bring a problem to our attention and helped as much as is possible, as discreetly as necessary for the situation. Equally, if any concerns need to be raised with you by other committee or working group members, or the BIAZA Office staff, this will be done in a fair and respectful way.

How to raise a problem

All committee and working group members are classed as volunteers, and so grievances will be dealt with in a manner appropriate to this context. If you feel that there is a problem with any aspect of your working group or committee role then please get in touch with the BIAZA Office – you can email admin@biaza.org.uk, or alternatively you can contact the [staff member](#) you typically deal with directly via email or phone. An initial informal discussion with the appropriate BIAZA staff member is recommended to see if the concern can be resolved in this manner. BIAZA Office staff will listen carefully to what you have to say and will discuss the matter thoroughly with you, to seek resolution. A plan to address the problem will be discussed and agreed between the BIAZA staff member and yourself, before any steps are taken. They will keep the matter confidential as far as is possible and you should do the same. A note of the resolution will be made and shared with you.

If your concern is regarding a member of the BIAZA Office staff, or you wish to escalate the issue, you can speak to BIAZA CEO Dr Jo Judge directly via email (jo.judge@biaza.org.uk) or phone (07593 580602). If your grievance concerns the BIAZA CEO, contact the Chair of Council Christoph Schwitzer via email christoph.schwitzer@dublinzoo.ie.