

Contact Numbers

Email Address

N'tsiri: 015 793 3112

Email: admin1@ntsiri.co.za

Cell: 063 660 7892

MEMBERS GRIEVANCE PROCEDURE

Avoid conflict discussions with another member or an employee. Attempt to solve an issue by informal discussion with the Reserve Manager who is to mediate in any dispute between members. If the issue is not resolved within 24 hours, a grievance form may be completed and submitted, either by email or by hand. A grievance in respect of the Directors must be communicated to the Board only.

A grievance may be addressed to all or any of the following:

The Reserve Manager : manager@ntsiri.co.za

Any Board Member : By E-mailThe N'tsiri Reception : By Hand

Grievance forms will be available at reception and on the website. Forms delivered by hand will be signed for and a copy handed to the member. Within 7 days, the member will be contacted by a Director in an attempt to resolve the issue. Failing resolution in a further 7 days, then that matter will be referred to the Board for a solution to be made in the best interest of the members.

All such communications, both formal and informal, will be logged in a book and referred to the Board in any respect, even if

A form for less formal communication will be appended to the arrival check list.

resolved, as part of the Board Pack.	
MEMBERS GRIEVANCE FORM	
The issue	
Date	
Unit number	
Members Name	