

## **Zone 8 Election Review Panel**

### **Purpose**

Zone 8 undertakes elections for:

- The Chair, Chair-Elect and Portfolio Leads of the Zone 8 Regional Council
- The Rotaract Nominee to the Council
- The Rotary Community Leader Nominee to the Council
- The Rotary Community Leaders
- The Multi-National Advisory Committee

This policy sets out the principles and processes that we will follow when we manage an election objection known hereafter as a complaint. In this policy we refer to the club(s) that makes a complaint as a 'complainant'.

The policy explains:

- principles guiding how we manage complaints,
- definitions of complaints,
- how to make a complaint, and
- the process we will use to manage a complaint.

This policy document was approved by the Zone 8 Regionalisation Pilot Steering Group on 31 October 2023.

### **Policy statement**

Rotary Zone 8 recognises that the proper management and handling of complaints is crucial. We are committed to making the complaints process transparent and accessible, to be responsive within our stated service levels and to treat complaints fairly whilst maintaining confidentiality of personal information.

### **Election Review Panel**

The Election Review Panel is initially appointed by the Zone 8 Regionalisation Pilot Steering Group. Once the Regional Council is operating ongoing appointments to the Election Review Panel will be made by the Regional Council. The panel will consist of up to six members, any three of whom can be chosen to review a complaint.

The Panel will elect a Chair and Vice-chair.

The members of the Panel chosen to review a complaint should include either the Chair or Vice-chair and at least one of three members must have legal backgrounds.

The role of the Panel is to assess, make findings and provide recommendations on election complaints, initially to the Zone 8 Regionalisation Pilot Steering Committee and subsequently (when it is operating) to the Regional Council.

## **Principles for complaints management**

The Zone 8 complaints management process is guided by the following principles:

### **Accessibility**

We are committed to making our complaints management process accessible to all. If required, a club making a complaint may contact the Election Review Panel for guidance (on process only) should they require assistance in making a complaint. We are also committed to ensuring that the Election Review Panel understands this policy and use it when reviewing all complaints.

### **Responsiveness**

We are committed to being responsive to complaints. This policy sets out what a complainant can expect from us when they make a complaint, including the steps involved and the expected timeframes.

### **Confidentiality**

We are committed to maintaining confidentiality when managing complaints and will handle and maintain personal information according to the Rotary [privacy policy](#).

### **Fairness**

We are committed to managing complaints fairly and with integrity. We will maintain impartiality and treat all complainants with respect.

### **Transparency**

We are committed to transparency in all aspects of our complaints management process. This policy outlines how we manage complaints. When we respond to a complainant, we will explain the assessment undertaken and the decision reached. We are conscious that while committing to transparency in the handling of complaints, we must also respect the privacy of those involved, and properly handle confidential information.

### **Efficiency**

We are committed to managing complaints as efficiently as possible. We will provide complainants with updates on the progress of their complaint .

### **Complaint Rights**

A complainant has the right to:

- make a complaint,
- be treated with courtesy and respect by the Regional Council (and prior to the formation of the Regional Council the Steering Group) and the Election Review Panel, and
- withdraw their complaint at any time.

## Complainant Responsibilities

A complainant has the responsibility to:

- treat the Election Review Panel with courtesy and respect, and
- not knowingly provide false or misleading information.

A complainant can also assist us with managing their complaint by:

- providing sufficient information to enable us to investigate the matter, and
- providing further information if requested.

## What is a complaint?

A complaint is where a Rotary club or two or more clubs together has expressed dissatisfaction with the process or outcome of an election involving appointment to the Regional Council and/or a Regional Council committee and/or appointment where such appointment is through expressions of interest and selection.

## Types of complaints

Complaints can fall into the following broad categories:

- Error in Procedure
- Breach of RI bylaws\*
- Breach of RI constitution\*
- Breach of RI code of policies\*
- Breach of Regional Council election procedures and (in due course) the Regional Council Constitution
- Breach of Regional Council policies, and rules
- Fraud

\* Unless approval has previously been given to vary the appropriate article or section of the RI constitution, bylaws and code of policies as applied in Zone 8 under the Regionalisation Pilot.

## How to make a complaint

All complaints must be in writing detailing the category and exact nature of the complaint and signed by the President(s) of the Club(s). Evidence must be provided that the Club has voted to make the complaint. A majority vote is sufficient. The complaint should be forwarded to the Regional Council complaints officer within 15 days after and including the day the election results are announced at the following email address:

[Zone8Elections@rotary.org](mailto:Zone8Elections@rotary.org) .

## How we manage complaints

### Receipt and acknowledgment

The Regional Council complaints officer will acknowledge the written complaint and within 7 days seek a response from the person(s) of whom the complaint is made (the respondent(s)). The respondent(s) must provide a written response within 14 days of receiving the complaint from the secretariat.

The complaints officer must within 5 days refer the complaint and response to the to the Election Review Panel.

## Assessment

The Election Review Panel will review the evidence and make a written determination within 28 days. In the event of complexity, the Panel may request an extension of time from the Regional Council (prior to the formation of the Regional Council any extension of time will be sought from the Steering Group). The Panel will explain the investigation undertaken and the conclusions reached. The determination (and any recommendations) is provided to the Regional Council who will decide on what actions are to be taken. (Any complaints received prior to the formation of the Regional Council will be dealt with by the Zone 8 Regionalisation Pilot Steering Group.)

**Notification**

The Regional Council (and prior to the formation of the Regional Council the Steering Group) will make a decision and convey that decision to all clubs and individuals involved in the review.