

# GRIEVANCE



Policy	Grievance Policy	Version	1
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Responsibility	Coastal Sparks Netball Club	Review Date	November 2024

The majority of grievances can and should be resolved in an informal way, without the need for an investigation, however there will be occasional instances where a more formal process should be followed.

This policy has been designed to:

- Assist member understanding of the processes and procedures in relation to a grievance.
- Ensure that Coastal Sparks Netball Club operates in an open and transparent manner.
- Compliment the dispute resolution procedures as detailed in the Club Constitution.

This policy outlines the procedures and guiding principles to be used to lead to a prompt resolution of grievances, with the aim of resolving each grievance at the lowest possible level.

Where a Coastal Sparks Netball Club member or parent has an issue or dispute the following steps should be taken prior to lodging a formal grievance with the club:

- Check whether the issue/dispute is covered within Coastal Sparks Netball Club policies.
- Approach the person involved directly to discuss the issue. In many cases, issues will be resolved with a quick chat.

If the grievance remains unresolved, the Club will use the following general principles and guidelines:

- The grievance or complaint should be brought to the attention of the Club as soon as practicable.
- The grievance should be in writing, addressed to the Secretary at [enquiries.csnc@gmail.com](mailto:enquiries.csnc@gmail.com) and clearly stating the grievance, providing clear details and information.
- If it is not appropriate to send the grievance to the Secretary, then the grievance may be forwarded to the President at [president.csnc@gmail.com](mailto:president.csnc@gmail.com).
- The Secretary (or President) will acknowledge receipt of the grievance within 48 hours.
- The Executive Committee will determine one or more committee members to investigate the grievance raised. This may include individual discussions with parties concerned, discussions with witnesses, review of decisions and reviews of processes.

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- The Club will endeavour to resolve the grievance within 14 days of receipt of the grievance. Where this is not possible, the Club will keep the complainant informed of the progress and continue working toward a resolution. Each grievance will be dealt with in the shortest time possible under the circumstances.
- If the grievance relates to a person, they will be advised of the complaint and have the right of reply.
- If a complaint is made against a member, that individual will not be pre-judged and will have the opportunity to reply and have a support person present if required.
- Any person who is the subject of a grievance, cannot be involved in the investigation of the complaint.
- The Club's preferred method is to deal with a grievance is informally through mediation and discussion, subject to both parties being amicable to this.
- A member raising a grievance will not be treated unfairly or victimised as a result.
- Where a grievance may involve criminal or unlawful issues, the Club will refer the matter to the relevant external agency for assistance.
- In dealing with grievances, the Club will ensure that the principles of natural justice including the right to be heard, treated with respect, confidentiality, unbiased and no conflict of interest as well as keeping all parties informed are adhered to.

## **VEXATIOUS GRIEVANCE:**

While the majority of grievances are motivated by a genuine concern about perceived inappropriate or unfair behaviour or actions, on some occasions a grievance may be vexatious or malicious. If a grievance is investigated and found to be vexatious or malicious, then disciplinary action may apply.

This policy should be read in conjunction with other Coastal Sparks Netball Club policies and Netball Australia Member Protection Policy.

## Dispute Resolution Process Flow Chart

