

GRIEVANCE / COMPLAINTS POLICY

PURPOSE

To ensure that grievances/complaints raised by members (including members of the committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

POLICY

It is recognised that people associated with the club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. Carnegie Netball Club (CNC) believes that:

- people have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- the best resolution is one that is reached cooperatively and informally where possible, prior to a formal complaint being lodged in writing
- a person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- where a formal complaint is received by the committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution.

PROCEDURES

The following grievance procedure will apply.

MAKING A GRIEVANCE

- A member or parent may lodge a grievance in relation to a decision or a process undertaken by a member of the club. This includes coaches, players and officials.
- The grievance can be made to any committee member of the club.
- The grievance must be in writing.
- The secretary of the club will receive the written grievance and record this appropriately on the grievance register with sufficient details to ensure subsequent follow-up.
- The secretary will determine whether the grievance relates to the committee in general or the executive committee.
- The secretary will advise the president, of all grievances relating to the committee in general or the executive committee. Once the appropriate course of action in relation to any grievance is decided, the secretary or coaching coordinator may advise the appropriate official of the basis of the grievance.
- Any allegation must be supported by valid evidence and this evidence will be included with other information supplied by the aggrieved person.

DEALING WITH A GRIEVANCE

- Grievances dealing with players and netball issues will be directed to the secretary and president. The secretary and president are expected to request a relevant official (coaching coordinator) to investigate, review the matter and provide a draft reply or other suggested course of action.
- The grievance shall remain confidential during this process although any person subject to the grievance is entitled to be informed of the details of it. The draft reply may be placed before the committee and considered by them. Once the grievance and the final written reply have been reviewed and agreed upon by the committee, it will be sent to the aggrieved person. The committee may use any of the following methods to resolve the grievance (but not limited to these methods).
 - Provide a written reply to the aggrieved person detailing the matters considered by the committee during this process.
 - Explain to the person who is aggrieved, any processes that have been undertaken by the club in relation to the issue relating to the grievance.
 - If agreeable by person making the grievance and person who is the subject of the grievance, arrange a meeting between the parties to discuss the matter.
 - Obtain any background information in relation to the grievance to ensure a clear indication of all factors concerning the grievance is able to be made.
 - An appropriate apology from the person concerned in relation to an action outlined in the grievance.
 - Deem the matter unable to be resolved after these processes have been followed.
 - Take no action and the grievance dismissed (dependant on the validity of the grievance).

OTHER ACTION CONSIDERED BY THE CLUB

Suitable action in relation to the grievance will vary according to the circumstances, but can include and is not limited to:

- an undertaking by the club to review the practices / procedures as outlined in the grievance.
- an undertaking by the club to implement the suggestions made in relation to the grievance.
- the decision of the committee in relation to the matter will be final.
- the grievance form will be filed with any appropriate endorsements noted.
- the grievance register will be endorsed appropriately.