



Grievance Handling policy

1. Aim

The aim of this policy is to provide club participants with a process to make and resolve a grievance relating to a breach of the Code of Conduct, including a breach of the Appropriate Behaviour policy.

2. Expectations

Club participants can expect that grievances will be resolved quickly, impartially, confidentially and with regard to procedural fairness. Club participants can also expect that they will not be victimised for participating in the grievance handling process.

3. Process

Grievances can be resolved informally or formally.

An informal process (or mediation) is one in which a club participant tries to resolve their grievance directly with another club participant(s), or with the assistance of another person (eg a coach). In an informal process the two parties will talk with each other about their grievance and an agreement will be reached about how it might be resolved.

A formal process is one in which a club participant seeks the assistance of the club to resolve their grievance. In this formal process, the complainant must provide the Club President with details about their complaint (preferably in writing). The Club President will nominate an appropriately qualified club participant to investigate the complaint (this will involve interviewing the respondent and witnesses). If such person is not available, then the President can refer the grievance to an external investigator for resolution. The investigator will report their findings to the Club President (unless the complaint is against the Club President). A decision about the outcomes of the investigation will be determined by a grievance committee of 3 people, drawn from the club committee.

An informal process is appropriate if the nature of the grievance is not serious, it is the first time that the grievance has been raised and both parties are in general agreement about what occurred. A formal process is appropriate if the nature of the complaint is serious, or this is the second time a grievance has been raised against the respondent, or the informal process did not resolve the grievance, or the parties are in disagreement about what occurred.

Anonymous complaints cannot be investigated via a formal process.



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4. Outcomes

The outcomes of an informal process might include an apology and changes to policies, processes or practices.

The outcomes of a formal process, if the grievance is substantiated, might include a warning to the respondent, suspension of membership or termination of membership. If the grievance is not substantiated, the outcomes might include no further action. However if it is shown that the grievance was vexatious the outcomes might include a warning to the complainant, suspension of membership or termination of membership. The grievance committee might also decide to institute changes to policies, processes or practices.

If a club participant is unhappy with the process or outcomes of grievance handling process they can seek external redress (eg through the Australian Human Rights Commission if appropriate).

5. Assistance

The committee will nominate a suitably qualified club participant to act as a contact point to assist club participants to understand their rights and responsibilities under this policy. The contact point will be identified on the club website.