



# NEWTON JAGUARS NETBALL CLUB

## NJNC POLICIES AND PROCEDURES

### COMPLAINT / GRIEVANCE RESOLUTION PROCEDURE

#### **POLICY STATEMENT**

Newton Jaguars Netball Club is committed to providing a sporting environment that is positive, fair and equitable for all club members. We aim to resolve any concerns or complaints as they arise and recognise that all concerns are valid and will be resolved as outlined in the Grievance Procedure.

The Club will appoint a Grievance Officer as voted by the club committee. In the event of an unresolved grievance/complaint, the Grievance Officer will be required to offer appropriate solutions to support the club and the members/parties involved. The Grievance Officer will document the discussion and the outcomes of any meetings held and where appropriate convene with Management or Match committees to resolve any grievances.

#### **PURPOSE**

To ensure a consistent process is in place to assist the NJNC Committee and Officials resolve grievances/complaints which may arise within NJNC.

To clearly identify the roles and responsibilities within the Club associated with resolving Grievances/complaints and the types of complaints that can be raised.

#### **SCOPE**

This procedure applies to all grievance/complaints arising from or raised against Club Members or their associates while associated with The Club's netball activities e.g. trials, training, matches, Club functions and any other functions as a representative or accompanying a representative of NJNC



# NEWTON JAGUARS NETBALL CLUB

## DEFINITIONS

**Accused:** The person against whom a complaint is made.

**Assault:** Intentional physical attack or threatening behaviour towards another person which causes or has the potential to cause injury, offends, upsets, humiliates or frightens another person, including (but not limited to) hitting, slapping, kicking, spitting, throwing of an object, scratching, pulling and tripping.

**Abuse:** Verbal insult or swearing which intentionally or unintentionally offends, upsets, humiliates or frightens another person.

**Bullying:** The use of a position of power or strength to threaten, hurt or influence another person.

**Club Official:** A Club Management Committee Member, team Coach or Manager.

**Complaint:** A formal or informal allegation made against a person by a Club Member/s or any other person/s of an inappropriate or unsatisfactory action or behaviour, particularly (but not limited to) assault, abuse, harassment or discrimination.

**Coordinator:** Either Junior or Senior Coordinator. Responsible for administration of whole age group including coaches, players and is a liaison point for grievances.

**Discrimination:** Intentional or unintentional action or behaviour which offends, upsets, excludes, humiliates or frightens another person arising from (but not limited to) a person's gender, race, religion, age or sexuality.

**Formal Complaint:** A complaint referred in writing to the Club Management Committee for resolution e.g. a complaint which may be unable to be resolved by the parties or a complaint of a serious nature e.g. assault, abuse, harassment, discrimination etc.

**Grievance Officer:** The Club Committee Member assigned to conduct or facilitate the investigation and resolution process associated with complaints.

**Harassment:** Continued intentional or unintentional action or behaviour which offends, upsets, humiliates or frightens another person, including (but not limited to) sexual harassment.

**Informal complaint:** A complaint where the complainant requests no action is warranted or the complainant wishes to attempt to resolve the issue and is of the opinion the matter can be resolved without the assistance/involvement of the Club Management Committee e.g. at an individual or team level with coach/manager.

**Match Committee:** A committee of head coaches and other relevant club members (Player Registrar, Independent Member). That meet to consider and report on team or match related issues.

**Members:** A person who plays for The Club, is a parent of a player and/or a Club Official.

**Party(ies):** The complainant or accused person (or both) and requested relevant representatives.

**THE CLUB:** Newton Jaguars Netball Club.



# NEWTON JAGUARS NETBALL CLUB

## COMPLAINT / GRIEVANCE RESOLUTION PROCEDURE

### GUIDELINES

- All Members (or any other person) who believe they or any other person is being intentionally or unintentionally subjected to any actions or behaviour which are not in line with our codes of conduct, is offensive, upsetting, excluding, humiliating or frightening are strongly encouraged to raise a formal or informal complaint with the relevant coach/manager or Management Committee.
- Such actions or behaviour includes (but is not limited to) assault, abuse, harassment and discrimination.
- In certain situations (e.g. assault, sexual harassment, racial discrimination etc) the complainant may wish to direct the matter with the relevant Statutory Authority (e.g. Police, Equal Opportunity Commission etc)
- Formal complaints will be recorded on a "Complaint Report Form". Formal records will not be kept regarding informal complaints.
- The CLUB encourages initial low-level informal resolution of complaints via the relevant coach/manager where possible/appropriate.
- If the complainant feels this to be inappropriate or prefers to refer the complaint to the Management Committee, the Management Committee will act in accordance with this procedure.
- A complainant will be entitled to assistance from a Club Official (upon request) to resolve an issue.

### Important Note:

All complaints relating to assault, sexual harassment and discrimination must be immediately referred to the Club Management Committee for formal investigation and resolution

## INFORMAL COMPLAINT PROCESS

- An informal complaint may be made to any Club Official/Coach, Team Manager etc (or directly to the Club Secretary or Grievance Officer).
- The Club Official must ensure the complainant is aware of his/her option to choose other methods to resolve the complaint before proceeding to resolve the matter informally.
- Upon request the Club Official or Club Grievance Officer will, at their earliest convenience, assist to resolve the issue taking into consideration any confidentiality requirements set by the complainant.
- The Club Official shall investigate the complaint and establish facts by discussing the events individually with the complainant, any witnesses, and the accused person.
- The Club Official must ensure that
  - the complainant is consulted to identify the circumstances which may assist to ensure a timely and satisfactory resolution; and
  - the accused person/s are provided with relevant information regarding the complaint.
- All parties are entitled to have representation to assist with the resolution process
- If the complaint is substantiated, cooperation is expected from both parties to identify a satisfactory and timely resolution.



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- The Club Official will consult with the Grievance Officer (and vice versa) to determine an agreed course of action to achieve a suitable resolution. Other Policies, Procedures, Codes of Conduct etc will be referenced in this process.
- Both Parties will be notified of the course of action required by them to assist resolve the complaint.
- The Club Official will continue to monitor and provide support to both parties to assist in preventing a recurrence of the event/s.
- If the matter cannot be resolved informally the complainant can choose to make a formal complaint to the Management Committee.
- Notes of any discussions held may be taken for possible future reference. These should be forwarded to the Management committee.

### FORMAL COMPLAINT PROCESS

It is intended that formal complaints are made only when dealing with more serious continued breaches of the Clubs Codes of Conduct, Policies, Procedures or Practice etc.

- Where a complainant wishes a complaint be dealt with formally, the complainant must refer the complaint to the Secretary in writing.
- On receipt of a formal complaint the Secretary will advise the Grievance Officer and if required the Management/Match Committee.
- The Grievance Officer (or delegate) will ensure the complaint is appropriately investigated and a just and appropriate resolution is found which is considerate of all parties and ultimately reflects the best interests of The Club by:
  - Ensuring the complainant is aware of his/her option to choose other methods to resolve the complaint before proceeding to resolve the matter formally;
  - As far as reasonably practicable maintaining confidentiality, establishing facts, and ensuring parties are aware of the Formal Complaint process;
  - Providing relevant information of any actions that may result if a complaint is substantiated;
  - Maintaining sufficient notes of any discussions between parties to ensure that an accurate account of what has occurred can be provided later if necessary.
- After the initial investigation, a written recommendation by the Grievance Officer will be provided to the to the Management/Match Committee detailing a course of action to be taken to resolve the complaint. The recommended actions must be founded in accordance with other Club Policies, Procedures, Parent/Spectator Codes of Conduct etc.
- The Management Committee will consult on the recommendation at its next scheduled meeting or earlier if deemed urgent. Consultation via email and telephone in these cases is appropriate if requested.
- A decision on actions to be taken to resolve a complaint will be determined by the Management Committee based on a majority vote.
- The Grievance Officer shall notify the complainant and the accused (in writing) of the Management Committee's decision/s.
- If either party wishes to dispute the decision/s of the Management Committee they may request (in writing) a review of the decision stating their reasons. A review will be conducted at the discretion of the Management Committee based on a majority vote.
- Consequences for ongoing poor behaviour in relation to Codes of Conduct will apply if behaviour does not meet the club's expected standards.



# NEWTON JAGUARS NETBALL CLUB

## MY CONCERN IS ABOUT A:

### A PLAYER

- If you feel it is appropriate, raise your issue/concern to the coach.
- Under **NO** circumstances can a parent or player address a concern directly with a player or their parent.
- If appropriate, the coach will address the concern with the parent or the player involved.

## FORMAL COMPLAINT PROCESS

- If the issue/concern is not resolved informally the matter should be reported to the Grievance Officer in writing or via email at: [Secretary@newtonjaguars.com.au](mailto:Secretary@newtonjaguars.com.au);
- It will then be dealt with by the Grievance Officer and a Grievance Panel (if required). The panel will be the Grievance Officer and two independent Management/Match Committee members.
- The outcome will be reported back to the complainant in writing.
- The Grievance Panel's decision is final.

## MY CONCERN IS ABOUT:

### A COACH

- The first step is to speak to the coach about any concerns that you have. We ask that you do not try to do this whilst they are coaching but arrange a time with them before or after training or a game.
- If you are not able to resolve your concern with the coach you can formally advise the Coaches Co-ordinator /Secretary in writing or via email of your issue / concern at: [Secretary@newtonjaguars.com.au](mailto:Secretary@newtonjaguars.com.au);
- The relevant Co-ordinator may discuss with the Grievance Officer or Match Committee and will respond either in writing, face to face or via telephone to resolve your issue / concern;
- If the issue / concern is not resolved the matter should be escalated to the Grievance Officer in writing or via email at: [Secretary@newtonjaguars.com.au](mailto:Secretary@newtonjaguars.com.au);
- It will then be dealt with by a Grievance Panel made up of the Grievance Officer and two independent management/Match Committee members.
- The outcome will be reported back to the complainant in writing.
- The Grievance Panel's decision is final

## MY CONCERN IS ABOUT:

### A COMMITTEE MEMBER, ANOTHER CLUB MEMBER OR OTHER ISSUE

- Advise the Secretary directly of your issue/concern via email at: [Secretary@newtonjaguars.com.au](mailto:Secretary@newtonjaguars.com.au);
- The Grievance Officer will respond either in writing or via telephone to resolve your issue / concern;
- If the issue / concern is not resolved the matter will be escalated to a Grievance panel made up of the Grievance Officer and 2 independent Management/Match Committee members;
- The outcome will be reported back to the complainant in writing;
- The Grievance Panel's decision is final.



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### MY CONCERN IS ABOUT:

#### GRADING/PLAYER MOVEMENT

- Refer to the Player Selection and Movement Policy in the first instance.
- If the issue does not fit under this policy, the player or parent must email their concern to the relevant coordinator – Junior or Senior Coordinator
- Coordinator will then contact then Head Selector/Coach for feedback and provide response to player (parent).
- If player (parent) still not satisfied with response then they must email the club secretary with details of issue/concern - [secretary@newtonjaguars.com.au](mailto:secretary@newtonjaguars.com.au)
- The concern will be forwarded to the Match Committee in the first instance to review. An independent match committee member will communicate with the player (parent) to resolve the concern.
- A final Match Committee report will be provided to the player (parent) and club secretary.
- If the issue / concern is not resolved the matter should be reported to the Grievance Officer in writing or via email at: [secretary@newtonjaguars.com.au](mailto:secretary@newtonjaguars.com.au);
- It will then be dealt with by the Grievance Officer and a Grievance Panel (if required). The Grievance Officer is to be provided with player (parent) concern and Match Committee report. The panel will be the Grievance Officer and two independent Management /Match Committee members;
- The outcome will be reported back to the complainant in writing.
- The Grievance Panel's decision is final.