

# Grievance Policy

## Policy

The Romsey Junior Football Netball Club (RJFNC) requires that all issues, complaints or grievances are raised, investigated and a resolution determined in a timely manner. All members have a responsibility to participate in reasonable actions to resolve issues, complaints or grievances.

The timeframes for response when complaints are submitted in writing are acknowledgement within 5 days, investigation to be commenced within two weeks and formal response following next committee meeting after the complaint investigation is commenced.

The procedures below detail the level of involvement for issue, complaint & grievance resolution.

## Definitions

- **Committee Member:** Any committee person elected to the committee at the Annual General Meeting
- **Issue, Complaint or Grievance:** any concern raised about a topic, decision or person which requires a response (formal or informal)
- **Informal Response:** in person, by telephone
- **Formal Response:** in writing, by email or letter
- **Junior Football Operations Manager:** provides operational oversight of any coach, team or player involved in AusKick, Under 9, 11 or 13 age groups.
- **Senior Football Operations Manager:** provides operational oversight of any coach, team or player involved in Under 15, 17, 19 age groups.
- **Netball Operations Manager:** provides operational oversight of any coach, team or player involved in netball.
- **Minor:** involves a single player or small number of players (less than 50% of the team), no issue of violence, harm or abuse can be managed as a minor complaint.
- **Moderate:** involves more than one family, more than 50% of one team or players from multiple teams, or has elements of violence, harm or abuse. All moderate complaints will be required to be submitted in writing.
- **Major:** impact on more than 50% of one team, players from multiple teams or the wider club or has elements of violence, harm or abuse. All major complaints will be required to be submitted in writing.
- **Triage:** determine the level of severity or urgency required
- **Team:** a group of players forming one side in a game or sport

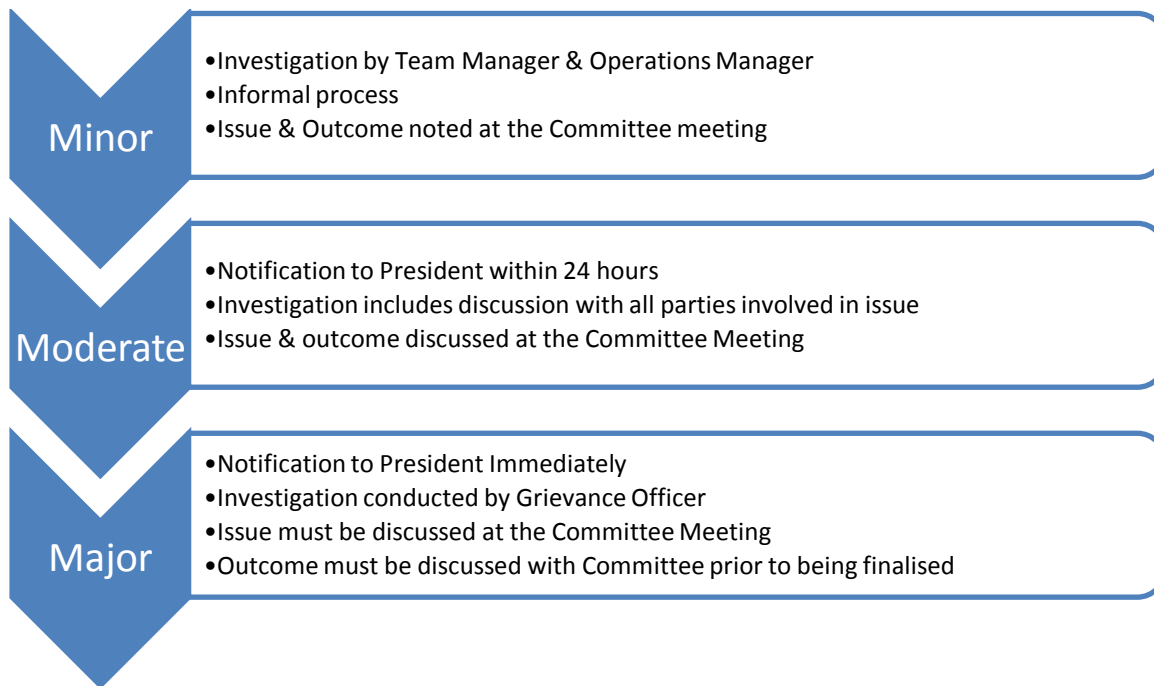
## Procedure

Any person wishing to raise a *team related issue* shall initially approach the Team Manager. Any person wishing to raise a *general club issue* may approach any committee member.

- I. As soon as possible after an issue has been reported, the Team Manager must discuss the issue with the Operations Manager and triage the complaint.
- II. If the matter is of a general nature then the Committee member must discuss the issue with the President and triage the complaint.

## Complaints Flowchart

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- I. In attempting to resolve the issue, all parties should take into account the following principles
  - a. confidentiality
  - b. privacy
  - c. fairness
  - d. equity
  - e. safety
- II. Consider whether temporary measures are required to minimise the harm or impact of the issue or complaint
- III. What resources may be needed to resolve the issue or complaint
- IV. Any team matter reported to the Committee, where the Team Manager has not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager.
- V. The consent of the Executive Committee must be obtained before any external parties are involved in the resolution of Club issues.
- VI. Only the Club President is authorised to make public statements on behalf of the Club and/or escalate a complaint, issue or grievance to the RDFNL Operations Manager.
- VII. Only the Club President is authorised to make the decision to report to an external agency.
- VIII. The final decision with regard to any grievance resolution that has not been resolved at Team Management or Committee level will be resolved by the Executive Committee.
- IX. Communication of a resolution of an issue or complaint beyond those immediately involved will be based on the principles of the greatest good and balance the need for transparent process with maintaining privacy and confidentiality.