



Grievances and Complaints Policy Procedure

Purpose

Tea Tree Gully Netball Club encourage individuals to raise grievances where they arise in line with the following policy and procedure. This policy has been developed by the General Committee and applies to all players, coaches, umpires and parents of TTGNC. It outlines the expectations and process expected from our members if you feel you or another person have been treated unfairly, you have the right to lodge a grievance. The committee aim to deal with any complaints received in a prompt, sensitive, impartial, confidential and supportive way to seek a resolution and to prevent future conflict.

Definitions

Appeal: Where an individual wish to dispute or challenge a decision that has been made by Tea Tree Gully Netball Club in relation to a grievance that has been raised through the formal procedure outlined in this policy.

Complaint: An objection or criticism that is raised about any incident relating to Tea Tree Gully Netball Club. A complaint may not need to be responded to by way of formal resolution but should always be acknowledged.

Complainant: A person who makes a complaint or raises a grievance who has experienced, and been affected by, a grievance-worthy event.

Grievance Officer: Is the Tea Tree Gully Netball Club Secretary whose role is to receive and handle formal grievances (as specified in the Tea Tree Gully Netball Club constitution). If this is not practicable or appropriate, another member of the Tea Tree Gully Netball Club Executive will act as the Grievance Officer on the complaint/grievance.

Grievance: Any complaint, concern, dispute or problem to do with Tea Tree Gully Netball Club, its activities and events and the behaviour of Club Executives when performing their Executive duties can be a grievance. Grievances can arise due to Tea Tree Gully Netball Club behaviours, acts, situations, omissions, or decisions, which complainant considers to be unfair or unjustified and requires addressing by Tea Tree Gully Netball Club and is raised in accordance with this policy and procedure.



Procedural Fairness: A fair and proper procedure must be used when making a decision. The basic rules of procedural fairness require:

- a person's right to be heard and to comment on allegations made against them;
- that an investigator makes reasonable inquiry into matters in dispute;
- a lack of bias during the investigation; a decision is supported by evidence/reasons.

Procedures

> TTGNC Parent/Spectator/Coach against Opposing Team Parent/Spectator/Coach -

Approach your coach first and talk with them, who will advise to contact the Court Supervisor at the SADNA Office either via phone 8251 5211 or go to the office to come and observe/assist. If matter is not resolved or not happy with outcome, coach to complete SADNA Incident Report within 24hrs of game, available via SADNA office.

> TTGNC Player/Parent/Spectator against TTGNC Coach/Parent/Player/Spectator - please contact in writing to Tea Tree Gully Secretary at sec@teatreegullynetball.org.au . Your email will be acknowledged in writing within 10 business days with either a resolution or asking you to attend a personal meeting with the relevant committee members.

> Grievance with Umpiring - ONLY COACHES are to contact the Duty manager at the SADNA Office to come and observe/assist. SADNA Office Phone: 8251 5211. If coach not happy with outcome can complete SADNA Incident Report or place in writing to TTGNC Secretary at sec@teatreegullynetball.org.au who will follow up if concerning TTGNC umpire.

> Umpires Grievance against coach/ player / spectator - If you feel you have been treated unfairly, you have the right to lodge a grievance. During a game you can ask the coach, or you can ring SADNA Office 8251 5211 and asked for umpire official to observe the game. If it is a serious matter you can complete and lodge with SADNA an Incident Report. Also please inform TTGNC Umpire coordinator of any incidents or if you have been dis-respected either in person or in writing to umpire@teatreegullynetball.org.au

> Grievance with Team Placement – please contact in writing ttgncreg@gmail.com, using the form Application for Selection Review, which is available on the club website. From the day of team announcements players and families have 7 days to complete and submit the form. At the end of the 7 days, the grading committee will meet, review all applications, make final decisions



and let all respective personnel know about the outcome. Responses will be made within 2 weeks.

> **Other grievance from outside TTGNC against TTGNC Coach/Parent/Player** – please contact in writing to Tea Tree Gully Secretary at sec@teatreegullynetball.org.au. Your email will be acknowledged in writing within 10 business days with either a resolution or asking you to attend a personal meeting with the relevant committee members.

> **Conflict of Interest** – If there is any potential or perceived conflict of interest for secretary and/or the executive committee member that is handling the grievance then it is best practice for that member to excuse themselves from handling the grievance in place of alternative executive committee members.

Record Keeping

All communications related to grievances will be kept on record by the secretary of Tea Tree Gully Netball Club and will be held for 7 years. These records will be kept secure and confidential.