

POLICY #:	1.2
POLICY NAME:	Grievance / Disciplinary
REVIEW DATE:	December 2019

How to make a complaint

Any person may make a complaint to the Board regarding another member, coach, parent behavior and inappropriate behavior by any member of the Club

- A Complaint should be made in writing to the Secretary, Garville Netball Club, P.O. Box 283, WOODVILLE SA 5011 or by email to secretary@garville.com.au
- A Complaint may initially be made verbally to a board member.
- Any Complaint relating to a child should immediately be made to your coach, team manager, or a Committee member who will refer this to our Child Safety Officer.

Formation of Grievance Panel

The Panel, exists of one member of the Club executive and two independent persons qualified to handle such complaints.

Upon receipt of the *Complaint* or the information, Garville Netball Club shall as soon as possible forward on to the Club Grievance Panel. Where a member of the panel is deemed to have a relationship with the complainant or the alleged offender, and is unable to be reasonably considered to be impartial, a replacement panel member is to be appointed.

In the case of a Child Safety issue, the complaint will be forwarded directly to our Child Safety Officer. This information is to be endorsed by the Board and entered into the minutes.

At any stage of the process The Grievance Panel may decide to utilize the services of an outside agency such as the State Sport Dispute or Netball SA.

Process -1

- On receipt, the complaint will be forwarded to the Chair of the Grievance panel.
- The Grievance Panel will convene to discuss the matter
- The Grievance Panel will contact the complainant if necessary, to discuss the matter
- The Grievance Panel will contact the alleged offender to discuss the matter
- The Grievance Panel can only contact other people as authorised by the complainant if necessary
- The Grievance Panel will make recommendations to the Board
- The Grievance Panel or the Board will advise the complainant and the offender of any further action to be made, or of any action being made.

Garville Netball Club
PO Box 283 Woodville SA 5011



Garville Netball Club



president@garville.com.au

www.garville.com.au/



Process – 2

- If the Grievance Panel considers that the alleged offender has committed an offence under the club rules and regulations they may sanction the offender and suspend them from the club

There is no right of appeal of the decision by The Grievance Panel

At all times the Grievance Panel is required to keep the matter confidential and only discuss it with those people whom the complainant has authorised them to speak to about the *Complaint*; and inform the relevant governmental authority, if required by law.