



Crib Point Junior Football Netball Club

Issue Resolution Guidelines

Resolution of Disputes Within the Club

PURPOSE

To ensure that grievances / complaints raised by members (including members of the Committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner

POLICY

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. The Crib Point Junior Football Netball Club (CPJFNC) believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution

The following outline resolution procedures are recommended by Crib Point Junior Football Netball Club to ensure that this objective is able to be achieved but are subject to the Club's own dispute resolution processes.

- The Club and their members have a responsibility to participate in dispute resolution processes
- All persons involved in any dispute must act in a genuine attempt to resolve the dispute.
- Where any member of the Club has an issue or dispute, it shall, where possible, be dealt with as follows:

PROCEDURE

Any person wishing to raise an issue shall do so as follows:

Issue	Raised with
Game day or team related issue	Team Manager or Coach
Registration/clearance issue	Secretary
Issue with Coach or Team Manager	Coaches Coordinator
General club business issue	Committee

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

Formal Complaint Procedure

If it is not possible or appropriate to resolve your complaint through an informal process, you may choose to make the grievance or complaint formal. All formal complaints need to be in writing to the club.

- Once a formal complaint is received it will be referred to the Complaints officer (unless the complaint directly concerns this person)
- Contact will be made with the complainant within 7 days of the receipt of the complaint
- The complaints officer will initiate an investigation into the complaint
- If another party is involved, a meeting will be established, and they will be fully informed of details of the complaint
- Following any investigation, a report will be provided to the committee if the grievance is substantiated and unresolved the matter will be referred to the next Committee Meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the parties concerned.
- The complainant and respondent will be informed of a decision in writing
- If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.
- If the grievance remains unresolved, the matter should be referred to the relevant body dependent on the nature of the complaint.

Resolution of Game Day Disputes Between Teams or Clubs

Any issue on game day that involves another team/club must be taken to your team manager.

In most cases game day grievances and disputes between teams/Clubs can be resolved with clear and calm communications.

All persons involved in any dispute must act in a genuine attempt to resolve the dispute. CPJFNC team managers will be educated on the process to follow if a dispute arises.

The Executive committee requires that all grievances or disputes arising between members of our Club and members of another Club be brought to the attention of the Club Secretary and complaints officer immediately or as soon as possible after the event.

In the event of a grievance or dispute with members of another Club, our Club Complaints Officer will seek to have the matter resolved to the reasonable satisfaction of the members in a timely and appropriate manner in keeping with the relevant By Laws, policies & procedures.

The Club reserves the right to proceed with the resolution process to seek a satisfactory & timely outcome where a person involved in the dispute chooses not to or omits to participate in the resolution process.

The Clubs Complaints Officer may at any time call on the Committee for assistance to resolve the dispute.

In the event that the matter is a reportable offence, time limits apply, and the matter may be referred to MPJFL who may refer the matter to a Tribunal hearing.

Ensure all communications relating to grievance issues are copied to the Club Secretary at **cpjfcsec@gmail.com** within 24 hrs. This will ensure that the communication is registered as an official communication with the Club and dealt with in accordance with the Club's policies.