



Grievance Policy

Principles

If you are unhappy with the way you (or your child) have (has) been treated at a Uraidla Netball Club (UNC) endorsed event or a club/team decision, then you are entitled to have your circumstances reviewed.

When possible complaints/grievances should be resolved informally between the parties concerned.

When resolution following informal discussion is not possible, a formal process shall be followed.

A dispute may exist between:

1. A Member (or parent) and another Member (or parent);
2. A Member (or parent) and the Uraidla Netball Club (including club representatives);
3. A Member (or parent) and a member of another Club

This policy does not apply to any incident or matter to which the Member Protection Policy of Netball Australia applies. Any member protection related matter should be dealt with in accordance with the [Member Protection Policy of Netball Australia](#)

At any stage, you are able to contact the Netball SA Member Protection Information Officer. The MPIO's job is to explain your options.

Where a dispute has arisen, parties should;

1. Work towards solving the problem while maintaining reasonable club member behaviour;
2. Ensure all relevant parties have been consulted so that all sides of the story are taken into account;
3. Make every effort to resolve the issue(s) quickly rather than allowing them to escalate through inaction; and
4. Where possible and appropriate, aim to resolve the dispute in a confidential context in order to minimise impact on other members not affected by the dispute.

Process

Depending on the issue(s), the concerned party/parties shall follow the relevant process;

1. For matters arising during play, the concerned party should;
 - a. approach the Court Supervisor (if allocated) or a Committee member
 - b. approach the coach or captain (senior teams) of the relevant UNC team; and/or
 - c. the coach or captain (inters or senior teams) may approach the match umpires.
2. For matters outside of play, the concerned party should;
 - a. approach the Court Supervisor if allocated,
 - b. approach the coach or captain (senior teams) of the relevant UNC team; or
 - c. approach the Junior Coordinator (for junior team matters) or Umpire Coordinator (for umpiring related matters).

- d. approach the Club President, Vice-President or other member of the Management Committee if appropriate.

If a solution is unobtainable through the above steps, the issue will then be brought before the UNC Management Committee for a final decision to be made. All parties concerned will be advised of the outcome.

The Committee will record the details on what was considered in forming a resolution. These details can be made available to the members in dispute upon request once the outcome has been advised.

Last reviewed: January 2020

Grievance Form (for use by Management Committee)

Concerned parties			
Outline of issue			
Factors considered			
Decision reached			
Date raised with MC		Date decision communicated to concerned party(ies)	
Attach contributing documentation. To be filed by UNC Secretary.			