



## **GREIVANCE PROCEDURE**

### **Context**

HVNC recognises that, on and off the court, complaints and grievances can happen in every sports club. It is our aim that any complaint or grievance is handled quickly, fairly and effectively for all parties. Further to that Hope Valley Netball Club aims to:

- Promote an equitable sporting environment for all club members.
- Offer proactive solutions to resolve any concerns as they arise and respond to all grievances in a timely manner.
- Protect all club members across various club activities.
- Maintain the confidentiality of all parties involved.

Hope Valley Netball Club recognises that all concerns are valid and that they will be resolved as outlined in the Grievance Procedure.

As part of the Grievance Procedure, Hope Valley Netball Club have nominated a Grievance Officer as voted by the club committee. In the event of an unresolved grievance, the nominated person will be required to offer proactive solutions to support the club and the members involved. The Grievance Officer will document the minutes and the outcome of any meetings held if the parties involved agree to the meeting being minuted.

The Grievance Officer, Grading Committee, Coaches Co-ordinator and President can be contacted in writing as follows:

Via email (**PREFERRED**) at:

**[secretary.hopevalleync@gmail.com](mailto:secretary.hopevalleync@gmail.com)**

Or via mail to:

Hope Valley Netball Club  
Leeds Avenue,  
Hope Valley, SA, 5090

## Hope Valley Netball Club Grievance Procedure

**My concern is about**

**My concern is about**

A Player

Grading

If you feel it's appropriate, Express your issue / concern to the coach. Under **NO** circumstances can a parent or player address a concern directly with a player.

Advise the Grading Committee in writing or via email of your issue / concern at:

[secretary.hopevalleync@gmail.com](mailto:secretary.hopevalleync@gmail.com)

If appropriate, the coach will address the concern with the parent or the player involved.

The Grading Committee will respond either in writing or via phone to resolve your issue / concern.

If the issue / concern is not resolved the matter should be reported to the Grievance Officer in writing or via email at:

[secretary.hopevalleync@gmail.com](mailto:secretary.hopevalleync@gmail.com)

It will then be dealt with by a Grievance Panel made up of the President and 2 independent committee members.

If the issue / concern is not resolved the matter should be reported to the Grievance Officer in writing or via email at:

[secretary.hopevalleync@gmail.com](mailto:secretary.hopevalleync@gmail.com)

It will then be dealt with by a Grievance Panel made up of the President and 2 independent committee members.

The outcome will be reported back to the complainant in writing.  
The Grievance Panel's decision is final.

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## Hope Valley Netball Club Grievance Procedure

### **My concern is about**

A Coach

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Advise the Coaches Co-ordinator in writing or via email of your issue / concern at:  
[secretary.hopevalleync@gmail.com](mailto:secretary.hopevalleync@gmail.com)

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The Coaches Co-ordinator will respond either in writing or via phone to resolve your issue / concern.

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If the issue / concern is not resolved the matter should be reported to the Grievance Officer in writing or via email at:  
[secretary.hopevalleync@gmail.com](mailto:secretary.hopevalleync@gmail.com)

It will then be dealt with by a Grievance Panel made up of the President and 2 independent committee members.

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The outcome will be reported back to the complainant in writing.  
The Grievance Panel's decision is final.

### **My concern is about**

A Committee Member /  
Other Issue

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Advise the President directly of your issue / concern in writing or via email at:  
[secretary.hopevalleync@gmail.com](mailto:secretary.hopevalleync@gmail.com)

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The President will respond either in writing or via phone to resolve your issue / concern.

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If the issue / concern is not resolved the matter should be reported to the Grievance Officer in writing or via email at:  
[secretary.hopevalleync@gmail.com](mailto:secretary.hopevalleync@gmail.com)

It will then be dealt with by a Grievance Panel made up of 3 independent committee members.

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The outcome will be reported back to the complainant in writing.  
The Grievance Panel's decision is final.