



Grievance Policy & Procedure

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| Current Version | 0.2 |
| Ratified on | July 2023 |
| Last Reviewed | March 2024, by Secretary |
| Next Review Date | March 2026 |
| Person Responsible for Review | HVNC Secretary/Grading Convenor |
| <i>Notes/Minor Updates</i> 5/4/2024 | Updated to re-format in line with new design |

PURPOSE

This document outlines the steps to be taken where a member has a grievance concerning HVNC actions or outcomes.

GRIEVANCE POLICY

The Hope Valley Netball Club recognises that from time to time complaints and grievances can occur, this is the case in every sports club. It is our aim that any complaint or grievance is handled quickly, fairly and effectively for all parties.

The Hope Valley Netball Club aims to:

- Promote an equitable sporting environment for all club members
- Provide a safe and inclusive environment for all members
- Offer proactive solutions to resolve any concerns as they arise and respond to all grievances in a timely manner.
- 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 has nominated a **Member Protection Information Officer** (also known as the Membership Officer) as voted by the club committee.

ROLE OF MEMBER PROTECTION INFORMATION OFFICER

The Member Protection Information Officer (MPIO):

- is the first point of call for any enquiries, concerns or complaints about harassment or abuse.
- provides information and moral support to persons with concerns/complaints.
- provides information and guidance on complaints procedures - they are the 'go to' person if you want to discuss problems at our club, particularly if you are considering making a formal complaint.

The MPIO will offer proactive solutions to support the club and the members involved.

NB the MPIO does not oversee Child Safety - if you have a concern with respect to a child safety issue please speak with Child Safety Officer in the first instance.

The Grievance Procedure is outlined on the following pages.

HOPE VALLEY NETBALL CLUB GRIEVANCE PROCEDURE

MY ISSUE OR CONCERN* IS ABOUT...

| A PLAYER | GRADING | A COACH | A COMMITTEE MEMBER |
|--|---|--|---|
| <p>If you feel it's appropriate, express your issue or concern to the coach.*</p> <p><i>If resolved, No Further Action.</i></p> <p><i>If NOT resolved...</i></p> | <p>Advise the Grading Convenor via email of your issue or concern to: grading.hopevalleync@gmail.com</p> <p><i>If resolved, No Further Action.</i></p> <p><i>If NOT resolved...</i></p> | <p>Advise the Coaches Coordinator of your issue or concern via email to: coaching.hopevalleync@gmail.com</p> <p><i>If resolved, No Further Action.</i></p> <p><i>If NOT resolved...</i></p> | <p>Advise the President directly of your issue or concern via email to: president.hopevalleync@gmail.com</p> <p><i>If resolved, No Further Action.</i></p> <p><i>If NOT resolved...</i></p> |

The matter should be reported to the Grievance Officer, via email to: membership.hopevalleync@gmail.com

The matter 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 via email or telephone
The Grievance Panel's decision is final.

** If your issue or concern is not covered by this procedure please contact the Member Protection Information Officer, the President or a member of the committee to discuss the appropriate action to take.*

*** Under NO circumstances can a parent or player address a concern directly with a player.*