

## GRIEVANCE PROCEDURE

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.

The Member Protection Information Officer (MPIO) is the first point of call for any enquiries, concerns or complaints about harassment or abuse. The MPIO provides information and moral support to persons with concerns/complaints. The MPIO 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.

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

If you have a concern with respect to a child safety issue please speak with Child Safety Officer.

The Grievance Procedure is outlined on the following pages.

# HOPE VALLEY NETBALL CLUB

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### MY CONCERN IS ABOUT...

#### A PLAYER

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

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

If the issue or concern is not resolved the matter should be reported to the Grievance Officer in via email to: [membership.hopevalleync@gmail.com](mailto:membership.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 or via telephone.  
The Grievance Panel's decision is final.

#### GRADING

Advise the Grading Convenor in writing or via email of your issue or concern to:

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

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

If the issue or concern is not resolved the matter should be reported to the Grievance Officer in via email to: [membership.hopevalleync@gmail.com](mailto:membership.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 or via telephone.  
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MY CONCERN IS ABOUT...

### A COACH

Advise the Coaches Coordinator via email of your issue or concern to:

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

The Coaches Coordinator will respond either in writing or via telephone to resolve your issue or concern.

If the issue or concern is not resolved the matter should be reported to the Grievance Officer in via email to: [membership.hopevalleync@gmail.com](mailto:membership.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 or via telephone.  
The Grievance Panel's decision is final.

### COMMITTEE MEMBER/OTHER

Advise the President directly of your issue or concern via email to:

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

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

If the issue or concern is not resolved the matter should be reported to the Grievance Officer in via email to: [membership.hopevalleync@gmail.com](mailto:membership.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 or via telephone.  
The Grievance Panel's decision is final.

*If your issue 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.*