



POLICY NAME: Grievance/Disciplinary
(includes Player Team Selection complaint)

REVIEW DATE: October 2016

HOW TO MAKE A COMPLAINT?

Any person may make a complaint to the Committee regarding another member, coach, selection process or grading, parent behavior and inappropriate behavior by any member of the Club

- A *Complaint* should be made in writing to the Secretary, Garville Netball Club, P.O. Box 283, WOODVILLE SA 5011 or by email to garville@garville.com.au
- A *Complaint* may initially be made verbally to a committee member.
- Any *Complaint relating* to a child should immediately be made to your coach, team Primary carer, or a Committee member who will refer this to our Child Safety Officer, Kylee Simpson.

A list of the *team Primary Carers* must be made available to any person requesting such list and shall be displayed on the website.

FORMATION OF GARVILLE NETBALL CLUB GRIEVANCE PANEL

Upon receipt of the *Complaint* or the information, Garville Netball Club shall as soon as possible forward on to the Club Grievance Panel.

The Panel will include one member of the Club executive and two independent persons qualified to handle such complaints, all of whom do not have any relationship with the complainant or the alleged offender, and be reasonably considered to be impartial.

In the case of a Child safety issue, the complaint will be forwarded directly to our Child Safety Officer, This information is to be endorsed by the State Executive & entered into the minutes.

- At any stage of the process The Grievance Panel may decide to utilize the services of an outside agency such as the State Sport Dispute or Netball SA.

PROCESS -1

- *On receipt, the complaint will be forwarded to the Chair of the Grievance panel.*

- *The Grievance Panel will convene to discuss the matter*
- *The Grievance Panel will contact the complainant if necessary, to discuss the matter*
- *The Grievance Panel will contact the alleged offender to discuss the matter*
- *The Grievance Panel will make recommendations to the Management committee*
- *The Grievance Panel or the committee will advise the complainant and the offender of any further action to be made, or of any action being made.*

PROCESS - 2

- *If the Grievance Panel considers that the alleged offender has committed an offence under the club rules and regulations they may sanction the offender and suspend them from the club*

There is no right of appeal of the decision by The Grievance Panel

At all times keep the matter confidential and only discuss it with those people whom the complainant has authorised them to speak to about the *Complaint*; and inform the relevant governmental authority, if required by law.

Under the rules and regulations of the club, all members have the right to appeal a selection or grading process/result and changes to grading may be carried out within the first 4 games of the season.

Should the complaint relate to a selection or grading of a child then the following process will be followed.

- *Speak to the member/parents and advise that an independent panel of selectors appropriate to the grade of the child, will be appointed to review the grade/selection of the child*
- *Independent selectors will attend trainings and/or games to determine if the grading should be amended.*
- *Recommendations will be made to the Grievance Panel and this will be referred to the Management committee.*
- *The complainant will be advised accordingly and any necessary changes made..*
- *There is no appeal of the decision of the Grievance Panel*