



GRIEVANCE POLICY

Metro Jets Netball Club is committed to providing an environment where all players, coaches, officials and parents can feel safe, are shown respect, be fairly treated and have a right to be heard. While we endeavour to consult, collaborate and be overt in our decision making we respect the right of our members to lodge a grievance should they have issue with a decision or process undertaken by the Club. If a grievance or complaint does arise we recognise the importance of dealing with these grievances, disputes or complaints in a confidential, professional and timely manner. Any issue, regardless of who is involved, should be addressed promptly in a professional manner and contained to the relevant people involved, so not to affect other players or parties within club or any external parties. Our grievance and complaint process is based on the "Play by the Rules" model.

In resolving grievances and complaints, the Club will use the following general principles and guidelines:

1. The grievance or complaint should be brought to the attention of the Club as soon as practicable
2. The grievance should be in writing, addressed to the Secretary at secretarymetrojets@gmail.com and clearly setting out the issue or problem.
3. If it is not appropriate to send the grievance to the Secretary, then the grievance may be forwarded to the President.
4. The Secretary (or President) will acknowledge receipt of the grievance within 48 hours.
5. The Executive Committee will determine the most appropriate person and method of dealing with the grievance.
6. The Club will endeavour to resolve the grievance within 7 days of receipt of the grievance. Where this is not possible, the Club will keep the complainant informed of the progress and likely time for resolution.
7. If the grievance relates to a person, they will receive a copy of the complaint and have the right of reply.
8. Any person who is the subject of a grievance, cannot be involved in the investigation of the complaint.
9. The Club's preferred method is to deal with the matter informally through mediation and discussion, subject to both parties being amicable to this.
10. In more serious cases, the matter may be considered by the Executive Committee or other Committee members as directed by the Executive Committee.

11. Where a written response to a grievance is requested, the response will be reviewed by the Executive Committee prior to issue of the response.

12. Where a grievance may involve criminal or unlawful issues, the Executive Committee will refer the matter to the relevant external agency for assistance.

13. In dealing with grievances, the Club will ensure that the principles of natural justice including right to be heard, treated with respect, confidentiality, unbiased and no conflict of interest as well as keeping all parties informed are adhered to.

Winter Trial and Selection Policy

Clause 10 of the above policy refers to handling of grievances in regard to Trials and Selections:

- Any grievances in regard to selection process or outcomes are to be directed in writing to the Secretary.
- All grievances will be acknowledged within 48 hours of receipt.
- The Secretary will determine the most appropriate person to deal with the grievance. Concerns with process will be considered and responded to by a representative of the Executive Committee or Trial Co-ordinator.
- Concerns in regard to selection will initially be addressed by Head Selector, or another member of the Selection Panel.
- You will receive a response to your grievance within seven days
- If your grievance cannot be addressed within this time, you will be contacted to explain why.

UMPIRING DEVELOPMENT PLAN

The above policy also contains reference handling of grievances and complaints:

- If an umpire needs support on match day, they should contact the Umpiring Co-ordinator.
- An umpire is encouraged to discuss any issues with the Umpiring Co-ordinator or Umpiring Director in the first instance.
- If further assistance to resolve an issue is required, please contact the Secretary in writing if appropriate, who will acknowledge receipt of the correspondence within 48 hours and forward to a committee member for action.
- The Club will undertake to resolve or mediate any issue within 7 days.

Club Responsibilities:

- MJNC Committee aims to be aware of conflicts and grievance and treat all issues as "legitimate" and then will assess the merit of the grievance.
- MJNC Committee will assess the issue by speaking with relevant parties and seeking feedback and further information.
- MJNC will decide what should be done, make a plan and carry out relevant actions to improve the situation.
- MJNC President and/or nominee will act as mediator when required between two parties.
- MJNC President and/or nominee will refer a selection grievance to the Selection Committee and will assist to resolve the issue.
- If the grievance remains unresolved the issue may be raised at the MJNC Committee meetings in a confidential manner if the President and/or nominee deems appropriate where necessarily action will be taken.

Player/Guardian Responsibilities:

- The coach is the first person to approach if a player is unhappy with any situation related to selection, time on court/field, or position. This approach should be courteous and polite. Any abusive communications will not be tolerated.
- If the grievance is with a team mate, contact the coach to address the issue amicably.
- If the player feels that their concern has not been addressed, the player may contact the Secretary in writing at secretarymetrojets@gmail.com for further guidance/support, whereby the Secretary will forward the dispute to the relevant area for escalation.
- Other grievances with a coach, umpire or the club in general should be addressed to the Secretary in writing (in a clear and factual manner).
- The person reporting the issue to the Club will be provided with feedback, support with mediator if required and a plan developed aiming to improve the situation or the correct procedures explained and enforced.
- If you feel the issue is unresolved and you have exhausted all avenues above, please contact Netball SA Member Protection Information Officer.
- At no time, should a parent / guardian engage in any defamatory or other similar conduct through email, social media (e.g. facebook) or similar.

Coach's Responsibilities

- Coaches should discuss issues with players in a friendly and non-confronting way.
- If a player is unhappy with the position or team selected in, an explanation on why that decision has been made and feedback given on how they could meet their goals.
- Unresolved issues between coaches will be addressed by the appropriate Committee members at the selection meeting, between the relevant parties or individually where a plan will be developed or the correct procedures will be explained and enforced. All parties will have the opportunity to express their views.

Non Compliance

If any part of the Code of Conduct is breached, disciplinary action may follow;

This can include:

- Suspension of my membership with the Metro Jets Netball Club;
- The party in question may be banned from attending Metro Jets Netball Club games and functions for a period of time as determined by the committee;
- Expulsion from playing, coaching or being involved in the club in any official or unofficial capacity

These penalties are at the sole discretion of the Metro Jets Netball Club Committee and if required Netball SA.