



Combined Gippsland Basketball Association Inc.
ABN - 56 131 982 907
PO Box 1523, Traralgon, 3844

Grievances and Complaints Policy Procedures

PURPOSE

Sport should be a place where you enjoy yourself, develop friendships and have fun. It's not a place where you should be subjected to discrimination, harassment or abuse. If this behaviour occurs, you have every right to make a complaint

This Policy and Procedures document is to ensure that grievances and complaints raised by members (including members of the Committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner

POLICY

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships.

Latrobe City Energy believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally prior to a formal complaint being lodged in writing
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution

PROCEDURES

A member must not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure until the disciplinary procedure has been completed.

Steps to Making a Complaint and Achieving Resolution

- Speak to the person causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions
- Speak to the Club Wellbeing Officer or Committee Member for advice on possible solutions including intervention and informal mediation.
- Make a formal complaint in writing to the Committee (Formal Complaint Process below)

- Seek independent arbitration through the Dispute Settlement of Victoria if a suitable resolution cannot be reached.
- Refer the complaint to the Equal Opportunities Commission, the Industrial Relations Commission or relevant body.

SEEKING RESOLUTION

Where issues cannot be resolved informally, a formal complaints process has been adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

GRIEVANCE PROCEDURE (from the model rules / constitution)

Division 3—Grievance procedure

25 Application

- (1) The grievance procedure set out in this Division applies to disputes under these Rules between—
 - (a) a member and another member;
 - (b) a member and the Committee;
 - (c) a member and the Association.
- (2) A member must not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure until the disciplinary procedure has been completed.

26 Parties must attempt to resolve the dispute

The parties to a dispute must attempt to resolve the dispute between themselves within 14 days of the dispute coming to the attention of each party.

27 Appointment of mediator

- (1) If the parties to a dispute are unable to resolve the dispute between themselves within the time required by rule 26, the parties must within 10 days—
 - (a) notify the Committee of the dispute; and
 - (b) agree to or request the appointment of a mediator; and
 - (c) attempt in good faith to settle the dispute by mediation.
- (2) The mediator must be—
 - (a) a person chosen by agreement between the parties; or
 - (b) in the absence of agreement—
 - (i) if the dispute is between a member and another member—a person appointed by the Committee; or
 - (ii) if the dispute is between a member and the Committee or the Association—a person appointed or employed by the Dispute Settlement Centre of Victoria.
- (3) A mediator appointed by the Committee may be a member or former member of the Association but in any case must not be a person who—
 - (a) has a personal interest in the dispute; or
 - (b) is biased in favour of or against any party.

28 Mediation process

- (1) The mediator to the dispute, in conducting the mediation, must—
 - (a) give each party every opportunity to be heard; and
 - (b) allow due consideration by all parties of any written statement submitted by any party; and
 - (c) ensure that natural justice is accorded to the parties throughout the mediation process.
- (2) The mediator must not determine the dispute.

29 Failure to resolve dispute by mediation

If the mediation process does not resolve the dispute, the parties may seek to resolve the dispute in accordance with the Act or otherwise at law.

President:	Sign:	Name			
Vice-President:	Sign:	Name			
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