

WNC Complaints/Grievances Policy

This policy provides the governing strategies and practices that guide Wahroonga Netball Club will follow when dealing with complaints and grievances, ensuring that procedural fairness and natural justice underpin all its actions.

This policy is provided to deal with all complaints and grievances by all members of the club and will guide the actions of all stakeholders.

SCOPE

Any person wishing to raise a concern should direct the concern as follows.

Team Related: direct the concern to the Coach, or Team Manager.

Issues of a General Nature: direct the concern to a member of the Wahroonga Netball Club Committee.

GENERAL PRINCIPLES

The three core principles of natural justice or procedural fairness are:

- the right to be heard fairly;
- the right to an unbiased decision made by an objective decision maker; and
- the right to have the decision based on relevant evidence.

OPERATIONAL PRINCIPLES

The grievance procedure set out in this document applies to disputes between

- a member and another member;
- a member and the Committee;
- a member and a coach/manager
- a member and KNA
- a member and the Club.

PROCEDURE

Grievances and complaints will be managed by the following procedures.

The following procedures are guidelines. The Club acknowledges that in some instances personal knowledge and relationships, and common sense also have an important role to play.

NOTIFICATION

A complaint can be lodged to any Committee member. The complaint or grievance will be documented by the person taking the complaint in the WNC Complaints & Grievances register.

ASSESSING THE COMPLAINT

Step 1: If the complaint is of a minor nature or misunderstanding it is reasonable to attempt to resolve the issue immediately.

Step 2: All other complaints will be notified to the Committee or a subset of the Committee. A written explanation of the complaint from the complainant is essential.

Timeframes: When a complaint is submitted to the club the committee member who received the complain should acknowledge within 48 hours.

The club will attempt to resolve all complaints raised within a 2 week period however in some situations some complaints may take longer to reach a resolution.

Investigation: Wahroonga Netball Club will investigate grievances and complaints by treating each complaint with respect and appropriate confidentiality. Where appropriate, the relevant policy or procedure will be referred to. The complaint will be investigated by discussion with people involved in the complaint. A meeting with the involved parties may be used to gather information about the complaint. Observations and meetings will be appropriately documented as detailed previously and used in the decision making process.

Outcome & Resolution

Once the committee (or sub committee) and complainant have reached an outcome agreeable to all the outcome should be documented in the WNC Complaints & Grievances register and the complain marked as closed.

The Committee decision will be final.

Note: The Committee shall have the right to dismiss any club member without notice for conduct that justifies instant club membership termination, including gross misconduct such as threatening or engaging in verbal, electronic or physical abuse or neglect of duty. There will be no refund of any membership fees.