



# Waverley Baseball Club

## Grievance and Resolution Policy and Procedure

<b>Grievance and Resolution Policy and Procedures</b>		Approval Date:	20 Feb 2023
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### PURPOSE

To ensure that grievances / complaints raised by members (including members of the Board), 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. Concerns raised in relation to Access and Equity, Equal Opportunity, Racial Vilification and Harassment will be addressed through this policy and procedure.

Waverley Baseball Club Board 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 where possible, 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 Board it will be considered in a timely and confidential manner and documented together with the steps towards resolution
- When disciplinary action is required, it will be fair, in accordance with the Constitution and based on principles of justice
- Where appropriate complainants will be encouraged to contact external agencies such as Police



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### PROCEDURES

There are several levels of severity for complaints.

1. Informal complaints / Minor complaints / Clear and justified complaints with simple resolution

For example:

- If a person was using offensive language and ceased when someone indicated that they were behaving inappropriately
- If a player or parent has a complaint about a coach
- If a Board member received a complaint about the cleanliness of the changerooms.

Ideally these complaints would be addressed and resolved informally either with the two parties achieving resolution directly or working up through a 'chain of command' prior to making a formal written complaint.

As an example, 'Chain of command' in the case of a complaint about a Junior Coach would involve talking to the Coach directly, then the Age Group Coordinator, then Junior Coordinator, then the Board.

Where it is clear that the complaint is justified and the person receiving the complaint has the capacity to resolve the situation then it should be resolved promptly.

2. Formal Complaints

Written complaints and serious complaints relating to issues such as racial vilification, sexual harassment, bullying for example, should be dealt with as most serious and may require the involvement of an independent mediator, or the police in the case of a criminal offence.

Complainants should be referred to the President (or the Secretary or some other Board member if the complaint is against the President) who will determine the nature and seriousness of the complaint and whether it warrants a formal resolution procedure. On receiving a complaint the President will decide whether:

- he/she is the most appropriate person to receive and handle the complaint
- to discuss with the Executive the appointment by the Board of a subcommittee to investigate (gather more information on) the complaint
- to refer the complaint for external investigation and/or mediation
- to refer the matter to the police or other appropriate authority; and/or
- to implement any interim arrangements that will apply until the complaint process set out in these Procedures is completed.

Contact will be made with the complainant within 7 days of the receipt of the complaint to outline the process to be followed to achieve resolution.



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If, following investigation, the grievance is substantiated and unresolved, the matter will be referred to the next Board Meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the parties concerned.

At any stage in this process the complainant may choose to report their complaint to the Police or other external authority and where appropriate the Club would provide assistance

Regardless of the process adopted, it will be based on the principles of justice where:

- Both the complainant and the respondent must know the full details of the issue and have the opportunity to respond
- Decision maker(s) must be unbiased, fair and just
- Penalties imposed must be fair