

# REYNELLA BRAEVIEW SCHOOL OF CALISTHENICS

## GRIEVANCE PROCEDURE

If a member or parent has an issue of grievance with the administration of the club, any of its employees (coaches), any of its volunteers or another member, it is in everyone's best interest that a mechanism be in place to enable these issues to be addressed fairly, without prejudice and in a timely manner.

### Introduction

#### Process

It is the Club's policy to ensure that its members and/or their parents, with a grievance relating to the Club, its administration or another member, shall, except as otherwise set out below, use a procedure which may resolve grievances as quickly and as fairly as possible.

#### Guidance Notes

The grievance procedure is clearly outlined and distributed to all families with the *Club Guide*.

### Stage One

#### Initial Discussions

#### Process

If you or your child has a grievance you should discuss it informally with the person directly involved in the matter. We hope that the majority of concerns will be resolved at this stage.

#### Guidance Notes

Informal discussions should resolve the vast majority of grievances.

This should allow the member or their family and Club to resolve the grievance without the involvement of a formal process. The aim should be to resolve all grievances at the lowest relevant level.

Financial grievances should be directed to the Treasurer.

Administrative grievances should be directed to the Secretary.

Coaching grievances should be directed to the appropriate coach.

General issues should be directed to the Team Manager

***NOTE: Grievances involving alleged breaches of the Associations Member Protection, must skip this process and be immediately directed to the Association's Member Protection and Information Officer.***

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### Stage Two Mediated Discussion

#### Process

If the matter is not satisfactorily resolved, you may raise the matter, in writing, with the President, who will endeavour to give a response within seven days. This response may take the form of a follow-up meeting with the family and any person(s) involved in the matter. This meeting will be led by the President.

#### Guidance Notes

The President is the acting supervisor over all Club members, committee members, coaches volunteers etc.

### Stage Three Grievance Committee

#### Process

If the matter is not resolved to your satisfaction, and you wish to pursue this matter further, you should put your grievance in writing to the Secretary of the Club. The Secretary upon receipt of your letter will form a Grievance Committee to resolve the matter. This committee will formally respond by setting a meeting or taking another course of action within 14 days. The committee's decision is final.

#### Guidance Notes

If the Committee understands that any stages of the process have not been completed, there may be a requirement for these to occur prior to further action or hearing from the Committee.

A response by the Committee may include a dismissal of the grievance, a formal reprimand of the person concerned, and/or a directive for the development of an additional policy recommendation for the Club Management Committee consideration.

The Grievance Committee will consist of the Club President, a Vice President, Secretary, an ordinary (non-executive) committee member, one team manager, a coach, a parent of a club member from another age section (nominated by the complainant) The parent must not be a party to the complaint.