



MODBURY HAWKS NETBALL CLUB INC

GRIEVANCE POLICY

The Modbury Hawks Netball Club accepts the widely held view within sporting clubs and sporting communities that there may sometimes be grievances between members. The actions or differences should not be confused with breaches of codes of conduct established by the club.

1. Grievances may arise in many ways such as:
 - 1.1. A parent is dissatisfied with a coach
 - 1.2. A player who feels they are being treated unfairly by the coach
 - 1.3. Not being given reasonable opportunity or
 - 1.4. A coach who feels the committee is not treating her/him properly
2. The basic aim of this policy is to resolve any issue that may come up in the best interest of all concerned, especially the Club. Should a member of the MHNC have a grievance with another member, the grievance policy recommends the following steps take place.
 - 2.1. Person A, who has the complaint should approach person B, whom the complaint is about, to discuss the complaint or issue. Should this cause Person A or B to feel intimidated or pressured, other resolution options must be considered which include:
 - 2.1.1. If the issue relates to players and/or spectators, approach the coach to mediate in a calm and respectful manner.
 - 2.1.2. If it involves a coach, ask a member of the committee to act as a mediator.
 - 2.2. At all times the issue should not become personal or emotional. If the issue does become personal or emotional, the mediator should immediately cease being involved and should refer the matter to the committee. The committee shall then investigate the incident/complaint.
 - 2.3. The person who has the grievance or complaint should state the facts/evidence or explain the issue at hand in writing to the Committee.
 - 2.4. Upon investigation of the grievance the Committee shall consider the appropriate action, which may include calling those concerned for a discussion in an attempt to resolve the issue.
 - 2.5. SADNA's Code of Conduct has been breached, the Committee shall have the right to consider applying the appropriate action. Such appropriate actions can include an apology, counseling, suspension, dismissal, and any appropriate action deemed necessary by the MHNC Committee.
 - 2.6. If the MHNC decides a written apology is warranted to either or both person/s involved in a grievance, that person/s must comply with the Committee's



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instructions within the time set. If the person/s refuse/s to make such an apology, the Committee has the right to take whatever action it deems necessary.

- 2.7. Person/s involved in the grievance or complaint shall accept the view that the MHNC Committee is trying to resolve the matter in the best interests for all concerned, especially the Club, and that decision is final.