

East Malvern Junior Football Club Grievance Policy



The East Malvern Junior Football Club (EMJFC) is committed to ensuring that all grievances are resolved to the satisfaction of the members, Other Clubs and the Committee in a timely and fair way. This policy and procedure explains how grievances are expedited through the process and who is involved. All persons raising a grievance have a responsibility to participate cooperatively in reasonable actions to resolve grievances.

At times parents may have issues that concern them and/or their child. The Committee of the club has addressed a number of areas that they believe are significant in the coaching and management of players. This has resulted in the production of policies and procedures associated with Team Selection, Minimum Age, and Grading Policy. Please refer to those policies to address any questions or concerns you may have about those issues.

Procedure

Any Person wishing to raise a grievance shall do so as follows:

ISSUE	RAISED WITH
Breaches of policy, Code of Conduct, other complaints	Incident Officer (Club Secretary) emjfc.secretary@gmail.com

- The Person raising the grievance should set out the nature and detail of the grievance and if relevant, the individuals involved. The grievance should be communicated in writing – via letter, email or other form of correspondence. Minor issues may be raised verbally.
- Where possible the person reporting the issue should make suggestions that may resolve the grievance and document any discussions that have been held previously (if relevant).
- As soon as possible after a grievance has been reported, and no later than five days after the report, the Coach or Assistant Coach and/or The Secretary and the claimant, must meet and try to resolve the grievance.
- Where the initial parties cannot resolve the grievance, the Coach or assistant Coach and/or The Secretary and should refer the matter to the Committee as soon as possible.

In attempting to resolve the grievance, all parties should take into account the following factors:

- the extent or seriousness of the issue, i.e., if it is likely to have a wider effect on the Club
- the number of players or teams affected
- whether appropriate temporary measures are possible or desirable
- the expected time before the issue can be addressed
- what resources may be needed to resolve the issue

Resolution

The Committee may use its discretion to determine the best method of resolving the grievance. This may include (but not be limited to):

- Conducting an investigation which may involve interviewing relevant members and other Club Officials.
- Consulting with external parties such as the SMJFL, other nearby Clubs or relevant external parties.
- Conciliation or Mediation between the parties in the dispute to determine what common ground can be achieved that will be a suitable compromise the parties.
- If necessary the matter may be referred to the Police.

The final decision in reviewing and resolving the grievance shall be taken by the Committee at its sole discretion and shall be communicated to all parties as soon as practical after the decision or resolution is reached.

Penalties

Where a breach of the Club Rules, the Code of Conduct or another Policy is found to have occurred the Committee may exercise its discretion to take disciplinary action in accordance with Division Two of the Club Statement of Rules and will appoint a Disciplinary Sub Committee to hear the matter and determine what action if any to take against the member. Penalties and sanctions may apply including but not limited to:

- Requesting a verbal or written apology
- Letter of reprimand from the club
- Cancelling a player's membership
- Issuing citation notices
- Suspension of person from attending matches for a period of time as determined by the Committee

Policy review

This Policy was passed by the Committee on 21st November 2016 and is effective from 22nd November 2016.

This Policy will be monitored & reviewed every year by the Committee and updated where appropriate.