



## GRIEVANCES AND COMPLAINTS POLICY

### Purpose

To ensure that grievances / complaints raised by members (including members of the Committee), 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. Montrose Committee 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
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a complaint is received by the Committee it will be considered in a timely and confidential manner.

### Procedures

The Committee will deal with all complaints / grievances relating to the conduct of any club members, Lillydale and Yarra Valley Netball Association ("LYVNA") and any other complaint / grievances where it involves any club member. All complaints / grievances must be received in writing to the club email address ([montrosenetballclub@gmail.com](mailto:montrosenetballclub@gmail.com)) in the first instance.

Once a complaint is received, the email will be acknowledged and brought to the attention of the Executive Committee. The Executive Committee will, in a timely manner, decide on a course of action in order to bring the complaint to a satisfactory and immediate resolution with open discussion, fairness and respect.

At all times all parties of the dispute will be afforded equal opportunity to express themselves and state their case. If the complaint is against an Executive Committee member, that member must stand down and take no part in the investigation process.

Complaints shall remain confidential during this process, although any person subject to the complaint is entitled to be informed of the details of it.

Please refrain from speaking directly to committee members, unless urgent circumstances exist, especially on competition day as this is a very busy time. A number of our committee members are also coaches therefore interruptions make things extremely difficult. Please also avoid contacting committee members via personal mobile / home phones.

Next Policy Review Date: April 2019