



## YMBA DISPUTE RESOLUTION PROCEDURE

YMBA By-Laws 10.1 – 10.8

- 10.1 The dispute resolution procedure set out in these By-laws applies to disputes under YMBA Domestic Competitions between:
- 13.1.1 a YMBA member and another YMBA member; or
  - 13.1.2 a YMBA member and the Association.
- 10.2 The purpose of this procedure is to ensure reasonable and constructive communication between coaches, players, parents, guardians and concerned others and to resolve any grievances.
- 10.4.1 "Concerned other" covers all other persons reasonably known by the player such as friends or extended family.
  - 10.4.2 Hereafter, the person making the complaint will be known as the "Complainant" and the person the complaint is being made against will be known as the "Respondent".
- 10.3 For very minor disputes/issues that can be easily resolved at age group level, YMBA Age Group Managers are able to handle minor matters as they arise. Age Group Managers are not able to handle any other dispute of a more serious matter and must refer the Complainant to contact the Board, as per 10.4.
- 10.4 For all other disputes, or minor issues that Age Group Managers cannot or do not wish to handle, these must be referred onto the Board via the Dispute Resolution Procedure, outlined in 10.8.
- 10.5 This process may be reviewed at any time at the discretion of the YMBA Board.
- 10.6 The YMBA will keep an updated complaints register.
- 10.7 The Respondent must not be directly approached or contacted by phone or email by the Complainant.

10.8 If a player or parent/guardian/concerned other has a complaint regarding any aspect of the YMBA Domestic Program or Members, the following procedures must be followed:

**STEP 1:**

Once an issue is identified, the complainant must wait 24 hours after any incident before initiating contact with the Board. If the incident occurs during a domestic game, then the complainant must wait 24 hours after the conclusion of the game. After 24 hours and within seven (7) days, the complainant must contact the YMBA secretary via email: [secretary@ymba.org.au](mailto:secretary@ymba.org.au) to advise the YMBA Board that they have a complaint, and list the details of the dispute/issue in question. The complainant should advise of their best contact phone number and best time to be contacted. If the email is anonymous the committee will take no further action.

**STEP 2:**

The complainant will be contacted by the YMBA Disputes Resolution Officer to discuss the details of the complaint, have preliminary discussion and form an agreed plan of action.

**STEP 3:**

The Disputes Resolution Officer will notify the YMBA President and, if deemed necessary, schedule a meeting between the Respondent, the President and Disputes Resolution Officer to attempt to resolve the issue. The Respondent will be offered the opportunity to bring a support person of their choosing to the meeting.

**STEP 4:**

Feedback will be provided to the Complainant following the meeting with the Respondent. If the issue has not been resolved to the satisfaction of all parties at this point, a meeting with the Respondent, President, Disputes Resolution Officer and Complainant may be arranged at a mutually agreed time and venue. The Complainant and the Respondent will be offered the opportunity to bring a support person of their choosing to the meeting.

**Following Step 4,** the decision tree below will be followed:

Has the issue been resolved?

YES -> No further action required.

NO -> Matter to be referred to an external disputes office