



**ESTATES SOCCERY CLUB INC
(‘Estates’)**

GRIEVANCE POLICY

**HARASSMENT / SEXUAL HARASSMENT / DISCRIMINATION
AND OTHER GRIEVANCES**

14 – 16 Tully Street
South Townsville QLD 4810

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PART 1 - RATIONALE & PURPOSE

- 1.1 In this policy Members means registered players of Estates, committee members, club volunteers and parents of junior players.
- 1.2 All Members and employees have the right to bring a complaint to the Management Committee if they are being harassed or bullied or if they have a workplace or club grievance.
- 1.3 While Estates encourages individuals who believe that they are being harassed or bullied or are otherwise aggrieved to attempt to resolve this matter informally. Estates also recognises that power and status disparities between an alleged harasser and a target may make such a confrontation impossible. In the event that informal, direct communication is ineffective or impossible, the following steps should be taken in reporting harassment, discrimination or a workplace grievance.
- 1.4 Estates will treat harassment, discrimination and club / workplace grievance complaints seriously and sympathetically. All complaints of whatever nature will be handled by Estates in a prompt and confidential manner.

PART 2 - PROCESS FOR THE EMPLOYEE

- 2.1 If the Member / employee has been unable to resolve the matter informally with the other person involved, then the Member / employee should report their complaint to one of the following committee members :-
 - a) Secretary (admin@estatesfootballclub.com.au)
 - b) President (president@estatesfootballclub.com.au)
 - c) Treasurer (treasurer@estatesfootballclub.com.au)

PART 3 - PROCESS FOR THE EMPLOYER

- 3.1 Estates will either receive the complaint verbally, and if so, will listen to or read the Member's / employee's complaint and take it seriously and deal with it sympathetically.
- 3.2 Estates will:
 - a) be impartial and will not pre-judge the Member's / employee's complaint;

- b) when conducting any interview, offer for the Member / employee to bring a support person to the interview. If the Member / employee has difficulties with English Estates will arrange for someone to interpret for the Member / employee from the first interview;
- c) listen to the Member's / employee's grievance, and it may be that more than one interview is necessary;
- d) during the course of the interview, Estates will take accurate notes of what is said (provided that the Member / employee gives permission to Management to record the interview);
- e) upon completion of the interview, go over the details of the complaint with the Member / employee;
- f) ask the Member's employee's permission to proceed with the matter and will require the Member / employee to sign the notes of the interview or a statement to reflect that this is a true and accurate copy of what has been complained of;
- g) investigate the Members / employee's complaint promptly and confidentially.

PART 4 - WHAT INVESTIGATIONS WILL BE CARRIED OUT?

- 4.1 All complaints will be investigated impartially and action will be taken by the Estates to ensure that the conduct does not continue. Every endeavour will be taken to ensure that no complainant or witness is victimised in any way as a result of the complaint having been made, regardless of the outcome of the complaint.
- 4.2 The Management Committee will:
 - a) interview the person who is the subject of the grievance ("person");
 - b) put the Member's / employee's allegations to the person and advise that Estates intends to make a full enquiry.
 - c) give the person the opportunity to respond fully to the Member's / employee's allegations.
 - d) take statements from witnesses to the incident, whilst endeavouring to keep their involvement in the investigation to the minimum necessary to establish the facts.

PART 5 - WHAT HAPPENS WHEN THE INVESTIGATIONS ARE COMPLETED?

- 5.1 Once the investigation has been completed, the Management Committee will:
- a) make a finding as to whether or not the conduct complained of has been substantiated;
 - b) where necessary, enforce a course of action to ensure that immediate and appropriate steps are taken to prevent the behaviour from happening again.

PART 6 - WHAT HAPPENS IF THE COMPLAINT IS SUBSTANTIATED?

- 6.1 Estates will take appropriate action to prevent the behaviour from re-occurring.
- 6.2 Where necessary and appropriate, Estates will take appropriate action to discipline the person. This may involve termination of the person's employment or membership or exclusion from the club.

PART 7 - WHAT HAPPENS IF THE COMPLAINT IS NOT SUBSTANTIATED?

- 7.1 If the outcome is that the complaint is not substantiated, the Management Committee will explain the reasons for their findings to the parties involved. In the case of alleged workplace / club harassment, sexual harassment or discrimination, Estates will advise the Member / employee that they have a right to take their case to the Anti-Discrimination Commission, the Human Rights and Equal Opportunity Commission or Fair Work Australia, as appropriate.

PART 8 - FORMAL LEGAL PROCEEDINGS

- 8.1 The above procedures apply to internal complaints. Different procedures apply if a formal charge or civil lawsuit is filed. If a Member / employee receives such a charge or complaint, the Member / employee should forward it to Estates immediately.

PART 9 - CONCLUSION

- 9.1 Estates will make every effort to ensure that all Members and employees are familiar with the policy and know that any complaint received will be thoroughly investigated and appropriately resolved.