

# GRIEVANCE PROCEDURE STEPS

## Caloundra Junior Rugby League Club Inc



# 1

**INFORMAL RESOLUTION INDIVIDUAL** - This might include discussing the matter with a Coach, Manager, and/or seeking advice from a specific committee member. Discuss the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions

# 2

**INFORMAL RESOLUTION MEETING** - If a solution can not be found in step one, an informal meeting can be held between all parties, including relevant committee members to assist in finding a solution.

Any party involved can ask for this informal meeting by emailing the Club. [Caloundrasharks@hotmail.com](mailto:Caloundrasharks@hotmail.com). Please include all information and the Club will organise a time and place for an informal meeting to find a resolution.

Time Frame – up to 7 Days

# 3

**MAKE A FORMAL COMPLAINT-** A person who chooses to make their grievance or complaint formal must do so in writing to the committee. Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns the President) for discussion and recording. The below process must take place.

A formal Complaint should be made to the Committee by emailing the president – [caloundrasharkspresident@hotmail.com](mailto:caloundrasharkspresident@hotmail.com) within 14 days of the conduct complained of (the “Complaint”). The Complaint should be in writing and should include:

- a) A detailed description of the event(s) complained of;
- b) The outcome that is sought;
- c) Statements by any people who witnessed the event(s) or were affected by them; and
- d) Any other documents or evidence relied upon in support of the Complaint;

If the Complaint includes an anonymous statement from a witness or refers to an individual without disclosing their identity, it must include the reasons why anonymity is requested in each case, if this is not deemed sufficient, it will not be taken into account as part of the complaint.

**Response to the Complaint** - Within 7 days of receipt of the complaint, the committee will call the complainant to advise the complaint has been received and ask any questions necessary. The committee will advise the respondent by phone call of the complaint received and ask any questions necessary. The committee will write to the respondent attaching the complaint, all of the accompanying evidence and a copy of this procedure and stating that the respondent has 7 days to provide written representations and any evidence in response to the Complaint (the "Response"). During this time, and upon receipt of the response, the committee may make any further enquiries of any party that they consider necessary or desirable.

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**5 Decision** – After the review of both parties documentation and internal investigations, The Committee shall make a decision, record its decision and the reasons for it in writing and shall send a copy of the reasoned decision to both parties within 7 days.

**Dissatisfaction with outcome** – If you believe this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person. More information can be found within the NRL Member Protection Policy. <https://www.playrugbyleague.com/media/1939/nrl-member-protection-policy-revised-27072015-002.pdf>

If you wish to respond to this letter please do so by replying in writing to [caloundrasharkspresident@hotmail.com](mailto:caloundrasharkspresident@hotmail.com)

If you would like to appeal the above decision, this can be completed through the process below.

Requesting an appeal meeting with the Executive of the Caloundra Junior Rugby League.

Alternatively, following the NRL member protection policy. If you feel this matter comes within the NRL member protection policy then you are able to make a complaint as per the guidelines.

<https://www.playrugbyleague.com/media/1939/nrl-member-protection-policy-revised-27072015-002.pdf>

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