



Grievance/Conflict Resolution Policy

This policy aims to provide guidelines for the resolution of complaints and grievances made against club officials, volunteers, player and families. All people associated with this club have the right to have grievances heard and dealt with in a systematic way to be resolved swiftly and have privacy respected. From time to time issues may arise between people at the club that they cannot resolve between themselves.

In this situation it is important that the dispute is resolved A.S.A.P to prevent any ill feelings to fester and damage morale amongst everyone. We believe that grievances can be resolved by negotiation/mediation and discussion between the parties. Remember there is **never** any excuse for arguing in front of the children and if this occurs the perpetrators will face disciplinary action that could lead to **expulsion from the club**. A Participant will have the right for a grievance to be heard through multiple levels of the club. This policy also defines bullying types of behavior and how to deal with bullying and allegations of improper conduct.

Please note that alleged victims and the committee reserve the right to contact police when they believe that an alleged incident may have occurred that is punishable by law. E.g. assault or threats

Some factors to take into account when attempting to resolve conflict include:

How many and what people are involved in the conflict;

What are the goals of the parties to the conflict?

The history of the conflict;

The level of escalation;

Any cross-cultural/generational issues.

It is important to be fully aware of all factors before intervening, always take time to reflect on all the information available beforehand, so as to avoid emotional intervention or side taking. It is advisable to have some notes prepared so that people don't stay away from the issue and become personally vindictive, or get too far off track and forgetting something they wanted to raise.

What is bullying

Bullying occurs when: a person or a group of people **repeatedly** behaves unreasonably towards a worker or a group of workers at work AND the behavior creates a **risk to health and safety**.

Bullying does not include **reasonable management action** carried out in a reasonable manner.

Bullying behavior may involve for example any of the following types of behavior:

- Physical or verbal assault
- Belittling opinions or constant criticism
- Yelling, screaming or offensive language
- Derogatory, demeaning or inappropriate comments or jokes about a person's appearance, lifestyle and background
- Teasing, practical jokes or 'Initiation ceremonies'
- Insults
- Isolating workers from normal work interaction, work-related events, training and development or career opportunities
- Overwork, unnecessary pressure and unreasonable deadlines
- An unacceptably aggressive style from a superior
- Undermining work performance by deliberately withholding work-related information, access, support or resources or supplying incorrect information
- Under-worked, creating a feeling of uselessness
- Unexplained job changes, meaningless tasks, tasks beyond a person's skills and training, and failure to give credit where credit is due
- Over-detailed supervision and unwarranted checking of performance
- Unreasonable "administrative sanctions" such as undue delay in processing applications for training, leave or expenses
- Displaying offensive material
- Pressure to behave in an inappropriate manner

However, this behavior must be repeated and unreasonable and must create a risk to health and safety in order for it to be bullying.

What is 'reasonable management action'

Reasonable management action carried out in a reasonable manner does **not** constitute bullying.

For example:

- setting performance goals, standards and deadlines
- allocating work to a worker
- rostering and allocating working hours
- transferring a worker
- deciding not to select a worker for promotion
- informing a worker about unsatisfactory work performance or inappropriate work behaviour

- implementing organisational changes
- performance management processes
- constructive feedback
- downsizing
- requesting information from a worker regarding incidents, injury or return to work plans and programs.
- Directing a person to perform duties in keeping with their responsibilities
- Disciplinary action for misconduct. However, any reasonable management actions must be conducted in a reasonable manner. If not, they could still be bullying.

Our procedure is as follows:

First try a personal approach, approach the person/s themselves if you feel comfortable. Remembering to choose the right time (not in front of with the children) and ensure that they have time to listen. You may be able to consult with the team leader if you are comfortable and see if they can find an outcome that suits all.

If you feel that the outcome has not been resolved you may wish to speak with a club official, consult a committee member who will (if possible) give you a definitive directive on how management wish to deal with the issue. All allegations of improper conduct must be documented using the '**Form 1-Documentation of an allegation of improper conduct**' form. A Club official must take all allegations seriously and complete the appropriate documentation. After the form 1 is completed it will be handed on to senior official (junior coordinator or above) who will proceed with an investigation. The initial contact is not to approach the alleged perpetrator without specific instruction from a senior official. It is senior official responsibility to get a form 2, 3 and 4 completed as part of the investigation to ensure everyone has the right to voice their side.

If you are still unhappy with this outcome you may schedule an appointment with the club President directly who will reexamine the entire situation and pass judgment in due course.

In the case of an allegation being made against a club official of a serious nature

The following will apply;

- Person involved are to report their concern to a senior official as soon as practical after the event.
- Senior Official must be informed within 4 hours of the allegation being made.
- Senior official will then inform the committee as soon as practical.
- The committee or its representative will meet first, then meet with the complainant and the others involved to gather evidence in the matter.

Problems with Junior Coordinator

If you have an issue with the junior coordinator you can arrange a meeting with senior official to review the issues and pass judgment in due course.

Problems with a senior club official

The person holding the position of junior coordinator has been given the powers to pass any issues that arise in relation to problems between families and coaches onto the committee. In this situation the Committee will direct somebody to investigate the issue (possibly themselves) and reach an outcome as soon as practically possible. The junior coordinator has a duty to pass on any issue as soon as they possibly can to the committee for their advice in regard to the above, if you remain dissatisfied with the outcome from the directors of the club will engage the services of a suitably qualified mediator to help work through the issue.

NOTE; The complainant and accused will be excluded from the investigation

Outcomes:

Once all the evidence has been collected and reviewed the committee will release its findings to the people involved as soon as possible. If the person is found to be guilty of improper conduct the committee will determine suitable disciplinary action. Management will use the code of conduct to formulate the action required to be taken.

If the accused is found not to be guilty of improper conduct, the committee will mediate between the complainant and the person until a satisfactory outcome can be reached.

Use of social networking sites and confidentiality in relation to complaints

Under no circumstances should a complaint about the club or anyone associated to the club be raised on social networking sites such as face book, twitter etc. If it is found that an official, parent/family or player currently at the club is using social networking sites to voice complaints they will be required to meet with the committee to discuss any issues, if they continue to use the social networking site to further voice the complaint they will be given a written warning and their position at the club may be compromised. If this continues after the meeting with the committee and written warning their position at the club will be terminated and legal action may be taken.

Families, player and officials no longer at the club will be contacted if possible and asked to refrain from using social networks in this way, if the use is continued legal action may then be taken.

Allegations and complaints should remain confidential and should not be discussed with people not directly involved in the investigation.

If a parent, official or player has a complaint about a coach or the club they must follow the complaints process outlined in the 'provision for dealing with complaints policy'.

Summary

In summary, we hope that by using our policies and statements throughout this service, issues that arise can be resolved quickly and without fuss. If need be, we can find a way to resolve grievances in a respectful efficient manner that leaves all involved feeling a sense of justice and integrity.

Please remember that if you have any concerns around adult's behaviour around or with the children you are bound to pass this on immediately to club officials or Police in reference to the new "Betrayal of Trust Law 2015".

This document should be read in conjunction with CONDUCT FOR COACHES policy 2017 and with the Betrayal of Trust Factsheet.