



WOODVILLE LACROSSE CLUB Inc

Established 1899

GRIEVANCE AND COMPLAINTS POLICY

Effective Date: **24 October 2011**

Review Date: **24 October 2012**

Purpose

The Woodville Lacrosse Club is committed to ensuring a harmonious, fair and just environment by ensuring that members have access to processes that allow for any grievances to be resolved.

Objective

- To provide for fair, effective and open organisation response to member complaints.
- To minimise personal and organisational dysfunction arising from unresolved grievances.
- To foster standards of ethical behaviour and conduct that contribute to a productive workplace.

Grievance Resolution Options

A member who believes something is unfair or unjust in relation to a matter has the following grievance resolution options available to them:

1. Informal

Informal resolution of concerns can often be the most effective way of dealing with issues. While this approach is informal, concerns raised in this manner will be taken seriously and where practical.

Informal options include resolving the grievance directly with the person (eg manager, coach, player) seeking assistance from Grievance Officers nominated.

Members should not approach anyone during a game or practice situation, but wait until an appropriate time after the game or practice.

2. Formal

Formal complaints can be sent to the management committee addressed to the chairman, with

- complainant's name and contact details
- explanation of the complaint, describing what happened, how it happened, who was involved; and action taken so far;
- the outcome being sought by the complainant.

On receipt of a formal complaint, the Chairman will determine an appropriate course of action that may include formal investigation and the involvement of independent parties to mediate or conciliate an acceptable outcome.

Once the investigation has been completed a response will be forwarded to the complainant within two weeks of receipt of the complaint.