



# WOODVILLE LACROSSE CLUB Inc

Established 1899

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## GRIEVANCE AND COMPLAINTS POLICY/PROCEDURE

Effective Date: **17 February 2024**

Review Date: **17 February 2025**

### 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 Procedure

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 (e.g. 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

### GRIEVANCE PROCEDURE

#### Submitting a grievance

A person may submit a Grievance by completing the 'Grievance Form' and submitting it to the WLC Grievance Officer and WLC Chairperson, via email, as soon as reasonably possible following the alleged breach.

A Grievance Form may be submitted by a parent or guardian on behalf of an underage or vulnerable person. The Grievance Officer and/or Chairperson must send the complainant an acknowledgement of receipt, once a fully completed Grievance Form is submitted.

### Withdrawing a Grievance

A complainant may withdraw their Grievance any time prior to determination of a resolution.

Withdrawing a Grievance must be done in writing, via email, addressed to the Grievance Officer and/or Chairperson.

### **RESOLVING A GRIEVANCE**

#### Determine Chosen Process

After conducting its assessment of the Grievance, the Grievance Officer and/or Chairperson will make a determination as to the process to be applied to attempt to resolve the grievance, which will be:

- i. Alternative Dispute Resolution;
- ii. Warning Procedure; or
- iii. Breach Offer

The Grievance Officer and/or Chairperson have sole and absolute discretion to determine the chosen process, however, may consult with other WLC Board members and/or other relevant parties.

#### Alternative Dispute Resolution

If the Grievance Officer and/or Chairperson considers the Grievance may appropriately be resolved through Alternative Dispute Resolution (e.g. mediation), they may seek the consent of both the Complainant and Respondent.

Consent is to be sought in writing, via email.

If either the Complainant or Respondent does not consent to the Alternative Dispute Resolution, or the Alternative Dispute Resolution does not resolve the Grievance, the Grievance Officer and/or Chairperson must choose another process.

#### Warning Procedure

The Warning Procedure may be chosen where a Grievance concerns conduct that, in the opinion of the Grievance Officer and/or Chairperson:

- i. Is of a minor nature; and
- ii. If established, would likely only result in a Warning being issued to the Respondent.

The Grievance Officer and/or Chairperson must notify the Respondent using the template letter set out in 'Warning Procedure – Invitation to Comment'.

Invitation to Comment is to be sought in writing, via email.

Upon receipt of the Respondents Invitation to Comment, the Grievance Officer and/or Chairperson will take into account any comments provided, and determine whether issuing a Warning is appropriate, and if so, will notify the Respondent of the Warning using the template letter set out in 'Warning Procedure – Outcome'.

Response to the Invitation to Comment is to be in writing, via email.

If the Respondent does not respond to the Invitation to Comment within the timeframe specified, the Grievance Officer and/or Chairperson may issue a Warning and notify the Respondent of that Warning using the template letter set out in 'Warning Procedure – Outcome'.

The Grievance Officer and/or Chairperson have sole and absolute discretion to determine the Outcome, however, may consult with other WLC Board members and/or other relevant parties.

### Breach Offer

If the Grievance Officer and/or Chairperson determine that the Breach Offer is the most appropriate process, they must determine the applicable Sanction if the Grievance was proven.

The Grievance Officer and/or Chairperson must issue the Respondent with the Breach Notice using the template letter set out in 'Breach Offer'.

Notification of the Breach Offer is to be in writing, via email.

In response to the Breach Offer, a Respondent may:

- i. Admit the Grievance, waive their right to a hearing and accept the proposed Sanction;
- ii. Dispute the Grievance and/or proposed Sanction, in which case the Grievance will be referred to a Hearing Tribunal as determined by the Grievance Officer and/or Chairperson; or
- iii. Not respond, in which case they will be deemed to have admitted the Grievance, waived their right to a Hearing and accepted the proposed Sanction.

Response to the Breach Offer is to be in writing, via email.

The Grievance Officer and/or Chairperson have sole and absolute discretion to determine the Sanction, however, may consult with other WLC Board members and/or other relevant parties.

*The Lacrosse Australia Conduct and Disciplinary Policy was referred to in developing the WLC Grievance Procedure. This document may be referred to for more specific and detailed information.*