

Policy Title: Grievance Procedures Policy

Date of Issue: January 2007

Policy Coverage: All Members, Staff & Volunteers

Date of Review: January 2007

Controlling Body: Directors

DEFINITION OF GRIEVANCES

A complaint or grievance is a problem that does not seem to be able to be resolved between the persons directly involved. A grievance can be about anything done, or not done, by management, staff or other members, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination or harassment.

REGULATIONS, PROCEDURAL STEPS AND FOLLOW-UP ACTIONS

- Jollettes Gymnastics aims to foster good relations amongst all members, staff and volunteers.
- Jollettes Gymnastics fully supports the rights of people to express, or have expressed on their behalf, grievances on any subject relating to the organisation and/or members, staff or volunteers of the organisation.
- Jollettes is committed to viewing grievances and the resolution of them as a learning process whereby we can develop better practices which will benefit all members, staff and volunteers.
- Grievances may be lodge by an individual or by a group of individuals.
- All discussion of grievances will be confined to those who can assist their resolution.
- No Party shall seek to escalate or inflame an issue or grievance, but shall seek speedy and effective resolution under this policy.
- Any form of complain to grievance should, if possible, be resolved quickly and at the lowest level to avoid any unnecessary escalation or the need for Parties to go outside the organisation for assistance.

Steps For Making a Complaint or Grievance

1. Approach the person concerned

Make every attempt to solve the problem with the person involved.
If the matter remains unresolved go to step 2

2. Approach the Head Coach

The Head Coach is responsible for investigating a complaint and recommending the appropriate response or action

The Head Coach's response will include

- Informing the person about whom the complaint is made and seeking their views and perspective
- Giving consideration to the use of a mediator (which may or may not be themselves)
- Informing you of the outcome of the complaint within 5 working days

If the matter remains unresolved go to step 3

3. Approach the Administration Manager

The Administration Manager's response will include

- Discussing the issue with the Head Coach and seeking their views and perspective
- Giving consideration to the use of a mediator (which may or may not be themselves)
- Informing you of the outcome of the complaint within 5 working days

If the matter remains unresolved go to step 4

4. Lodge a Formal Complaint With the Management Committee

If you are unhappy with the response or action taken you should now direct your complaint in writing to the Team.

If the matter remains unresolved go to step 5

5. Approach Gymnastics Western Australia

If you are not satisfied with the resolution, or the way in which it was handled by, Jollettes Gymnastics supports you right to take it to an outside agency such as Gymnastics Western Australia who are our governing body (as part of Gymnastics Australia) and determine our Club Ten accreditation.

CONTACTS

Head Coach	_____	_____
Administration Manager	Renay Jol	9205 1205
Management Team	Renay Jol P O Box 135 COTTESLOE WA 6911	9205 1205 jollette@iinet.net.au
Gymnastics WA	22 Emmerson Street North Perth WA 6006	9228 9399 info@gymnasticswa.asn.au

CONFIDENTIALITY & REPORTING

All records and reports relating to this policy will be forwarded to the Administration Manager, who will ensure they are stored safely and securely. Any other information relating to actions taken in relation to this policy will only be released when required by law or requested by the governing body (Gymnastics Australia).

Nelleck Jol - Director

Date

Renay Jol - Director

Date

Disclaimer

Please note that this information is not intended to constitute legal advice, and is provided as general information only. You should not rely on it without first verifying the accuracy, completeness and currency of the material, and its relevance to your individual circumstances.