



## **FOOTSCRAY HOCKEY CLUB GRIEVANCE POLICY**

**Date approved:** 1st December 2016  
**Written and approved:** Footscray Hockey Club Board  
**Review date:** Policy to be reviewed annually

Open communication and feedback are regarded as essential elements of a satisfying and productive club environment.

Footscray Hockey Club encourages its members and volunteers to resolve any grievance that they may have at the earliest opportunity with each other or, failing that, one of the options provided below. The preferred process involves members and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external options for assistance.

The purpose of this document is to provide an avenue through which members and volunteers can resolve grievances as they arise.

### **POLICY**

Footscray Hockey Club will establish mechanisms to promote fast and efficient resolution of grievances.

### **SELECTION GRIEVANCE**

1. Member (or parent of junior age member) contacts the coach or their team or chairperson of selectors to arrange a time to discuss. Notify chairperson of selectors, section director or other coaches as required.
2. Coach and or chairperson of selectors handles the grievance with member (or parent of junior age member)
3. Contact Director of Section if Member (or parent of junior age member) is dissatisfied about process who follows up matter with due diligence in a neutral, professional timely manner.
4. Contact Board president if you have a grievance about the process

## **GREIVANCE REGARDNING ANY OF THE FOLLOWING: ADMINISTRATION / CODE OF CONDUCT / INCIDENT OR POLICY**

1. Member (or parent of junior age member) contacts the Section Director to arrange a time to discuss.
2. Section Director handles the grievance with member (or parent of junior age member) who follows up matter with due diligence in a neutral, professional timely manner.
3. Contact Board president if you have a grievance about the process

### **NEED SOME ADVICE?**

If the member (or parent of junior age member) does not feel comfortable communicating directly with their coach, chairperson of selectors or section director, their next port of call is to seek advice from the below suggested list:

- Captain
- Player's Rep
- Section Director
- MPIO

The above people are there to be neutral on the matter. They are there to listen, advise and encourage the member to speak with the appropriate person to resolve their grievance. They may assists setting up a meeting and may attend meeting for support if requested. Is not there to act on anyone's behalf, take sides or be a voice for their concern.