



FOOTSCRAY HOCKEY CLUB GRIEVANCE POLICY

Date approved: July 2023
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 of 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.

GRIEVANCE REGARDING 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 assist 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.

MM Amendment

1. Purpose

This policy is intended to ensure that FHC handles complaints fairly, efficiently and effectively.

This policy provides guidance to our members and board in relation to a person who wishes to make a serious complaint which falls within the scope of this grievance policy.

2. Scope

This policy applies to all members, staff and board members, who receive or make a complaint about another Member, the Board or the Club.

It applies to issues that have not been able to be resolved through the ordinary

3.