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Complaints Management Process

PURPOSE

To ensure that grievances and/or complaints raised by members (including members of the Committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

POLICY

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. The Balcatta Volleyball Club Committee believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect.
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing.
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result.
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution.

PROCEDURES

Steps to Making a Complaint / Achieving Resolution

1. Speak to the person causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions
2. Speak to a Committee Member for advice on possible solutions and/or intervention
3. Make a formal complaint in writing to the Committee
4. Seek independent arbitration if a suitable resolution cannot be reached
5. Refer the complaint to the Equal Opportunities Commission, the Industrial Relations Commission or relevant body.

Seeking Resolution

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

Formal Complaint Procedure

A person who chooses to make their grievance or complaint formal must do so in writing to the Committee.

- Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns the President) for discussion and recording



- Contact will be made with the complainant within 7 days of the receipt of the complaint
- If another party is involved they will be fully informed of the full details of what is being said and a meeting will be established between the parties with a selected mediator
- If the grievance is substantiated and unresolved the matter will be referred to the next Committee Meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the parties concerned
- The complainant and respondent will be informed of a decision in writing. If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.
- If the grievance remains unresolved, the matter should be referred to the relevant body / Commission dependent on the nature of the complaint.
- The complainant may seek the assistance of an agent throughout this process.

Disagreement of Committee Procedure

When a major disagreement occurs in a Committee meeting it is helpful for the Committee to have an agreed protocol. Below are the steps that can be taken.

1. Decipher whether Committee Members are well enough informed around the issue. If not, defer the discussion to get more information, and be clear as to what information is needed.
2. When discussing the issue, ask that the members be clear on 3 things:
 - What is / are the real issues here – define and explain
 - Have the group decipher if there are any aspects that they agree on
 - Decide how and by when you propose to reach a resolution
3. Remind members of the ground rules for discussion, e.g. listening to others, not interrupting others, not to repeat points over and over, no raising of voice, etc.,
4. Open for discussion with an intermittent summary statement from the Chair to clarify main point from each side, including any suggestions for resolution.
5. Put up a motion
6. Vote on the motion
7. Declare the decision and call for solidarity. The decision is ours “the Committee has decided”