



## **DISPUTE AND GRIEVANCE MANAGEMENT POLICY**

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### **RATIONALE**

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

The CM & GR Leagues encourages its employees, members and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, the Operations Manager.

The preferred process involves employees and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

### **PURPOSE**

The purpose of this policy is to provide an avenue through which members, employees and volunteers can resolve work-related complaints as they arise.

### **PROCEDURE**

#### **1. General**

- Problems can arise from the behaviour, action or decisions of the Board or club administrators or other league or club employees.
- Disputes and grievances must be treated by all parties with the utmost confidentiality, and the complainant must not be victimised.
- All grievances must be taken seriously and investigated in an impartial manner.

#### **2. Disputes**

Volunteers and Employees:

- Try to resolve disputes with the other person involved before lodging a formal or informal grievance.
- If attempts to resolve the dispute fail, discuss the matter with the Operations Manager.
- The Operations Manager will mediate and seek an acceptable compromise for both parties.
- If the dispute involves the Operations Manager, discuss the matter with the Board Chairman.
- Issues of sexual harassment or discrimination should be brought to the notice of Operations Manager or Board Chairman.

#### **3. Formally lodging a grievance**

If a dispute cannot be resolved, lodge a grievance in writing and submit to the Operations Manager.

The report should detail:

- description of the decision/s or behaviour/s
- grounds by which the decision or behaviour has adversely affected you
- time and date of the decision/s or behaviour/s
- names of witnesses
- action necessary to resolve the grievance
- attempts made to resolve the dispute.

#### **4. Investigating the grievance**

- Once a formal grievance is lodged, the Operations Manager will investigate the matter within five (5) working days. Depending on the seriousness of the complaint this role may be delegated to the Investigations Officer.

- If the Operations Manager has a conflict of interest in the matter, the Board Chairman or his nominee will conduct the investigation.
  - The following parties will be interviewed:
  - Employee or volunteer who has lodged the grievance
  - Employee or volunteer against whom the grievance has been lodged
  - any witnesses
  - any other relevant people

## **5. RESOLVING THE GRIEVANCE**

If the investigation reveals that the grievance is valid, and depending on the nature of the complaint and its seriousness, the employee or volunteer against whom the grievance was lodged may be:

- required to apologise to the employee or volunteer who lodged the grievance
- given a written warning and/or counselling and/or suspension
- sent to the Independent Tribunal for adjudication
- dismissed.

If the grievance cannot be substantiated because of a lack of evidence, the League may:

- remind all employees and volunteers of their of their obligations under the respective Code of Conduct and the Member Protection Policy and Procedure
- ask employees or volunteers to undertake training in negotiation skills and dispute resolution
- ask the Operations Manager to identify potential conflicts among employees or volunteers and offer counselling.

If the grievance is found to be a frivolous claim, and depending on the seriousness of the allegations, the employee or volunteer making the complaint may be:

- required to apologise to the employee or employee
- given a written warning and/or counselling and/or suspension
- dismissed.