



# Grievance Procedure

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St Ives Netball Club protects its Players/ Officials/ Members and Spectators by fully endorsing Netball NSW's Constitution, By-Laws and Code of Conduct, and the Ku-ring-gai Netball Association Constitution, By-Laws, and Codes of Behaviour.

Should a player/ official/ parent/ member or spectator of our club find themselves dissatisfied with a policy of the club, a breach of a policy or a general grievance with a club or club official's decisions or actions we have in place the following procedures to ensure your grievance is heard and actioned –

## **Step (1)**

Players and Parents of St Ives Netball Club are all members of our club, no one gets paid at our club, we are all just mums, dads and players volunteering for the club, so remember if you are dissatisfied with something at the club ask yourself this question first.

*"As a member of St Ives Netball Club, just like all the other people involved - the committee, coaches, match officials, etc, what can I do myself to rectify the problem? Does the Club just need more people helping out to fix my problem?"*

## **Step (2)**

If you can't rectify the problem yourself as a member, talk to the person responsible directly and in a friendly professional manner talk about the issue you wish to raise person to person. Remember this person is a volunteer of your or your child's club, talk to him or her in a manner to which you also would like to be spoken to yourself and help solve the problem member to member. Please be aware to discuss the issue away from junior members of the club so that they are not privy to the conversation.

## **Step (3)\***

If speaking to the person directly who is responsible for the part of the club you have your grievance with does not result in a satisfactory outcome for you, please put your grievance in writing and e-mail it directly to our Club Secretary – [secretary@stivesnetball.com.au](mailto:secretary@stivesnetball.com.au) . Your grievance will then be heard and ruled on by a three (3) person grievance hearing, the three (3) person panel will be made up of at least two (2) senior committee position holders and a general committee position holder.

**\* Failure to follow steps (1) and (2) will result in your grievance not being heard by the St Ives Netball Club Grievance Panel.**