



Complaints and Grievances Policy

DOCUMENTATION CONTROL RECORD

Document Title	Complaints and Grievances Policy, November 2017, Endorsed v1.0
Document Owner	Welfare Officer
Approved by Committee of Management	29/11/2017
Scheduled for review	November 2018

PURPOSE

This policy will provide guidelines for:

- receiving and dealing with complaints and grievances at Ashy Basketball Club
- procedures to be followed in investigating complaints and grievances.

Complaints or grievances may be received from anyone who comes in contact with Ashy Basketball Club including parents/guardians, volunteers, players, members of the Waverley Basketball Association and other agencies.

DEFINITIONS

Complaint: (In relation to this policy) a complaint is defined as an issue of a minor nature that can be resolved promptly or within 24 hours, and does not require a detailed investigation. Complaints include an expression of displeasure, such as poor service, and any verbal or written complaint directly related to the service.

Conflict of Interest: A situation in which someone cannot make a fair decision because they will be affected by the result.

Dispute resolution procedure: The method used to resolve complaints, disputes or matters of concern through an agreed resolution process.

General complaint: A general complaint may address any aspect of the Ashy Basketball Club

Grievance: A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature.

Mediator: A person who mediates, especially one who reconciles differences between disputants.

Mediation: An attempt to bring about a peaceful settlement or compromise between disputants through the objective intervention of a neutral party.

DESCRIPTION

The Ashy Basketball Club's Committee of Management is responsible for:

- identifying, preventing and addressing potential concerns before they become formal complaints/grievances
- ensuring that the name and telephone number of the Welfare Officer to whom complaints and grievances may be addressed are displayed prominently on the club website

- advising parents/guardians and any other new members of Ashy Basketball Club of the complaints and grievances policy and procedures upon registration
- ensuring that this policy is available for inspection on the website always
- being aware of, and committed to, the principles of communicating and sharing information with association members
- responding to all complaints and grievances in the most appropriate manner and at the earliest opportunity
- treating all complainants fairly and equitably
- maintaining confidentiality at all times
- establishing a Grievances Subcommittee
- receiving recommendations from the Grievances Subcommittee and taking appropriate action.
- discussing minor complaints directly with the party involved as a first step towards resolution (the parties are encouraged to discuss the matter professionally and openly work together to achieve a desired outcome)
- informing complainants of the service's *Complaints and Grievances Policy*

Parents/guardians are responsible for:

- raising a complaint directly with the person involved, to resolve the matter without recourse to the complaints and grievances procedures
- communicating (preferably in writing) any concerns relating to the management or operation of the Ashy Basketball Club as soon as is practicable
- raising any unresolved issues or serious concerns directly with the Ashy Basketball Club, via the Grievances Subcommittee
- maintaining complete confidentiality at all times
- co-operating with requests to meet with the Grievances Subcommittee and/or provide relevant information when requested in relation to complaints and grievances.

COMMITTEE DISCRETION

This policy can be varied at the discretion of the Ashy Basketball Club's Committee of Management.

ATTACHEMENTS

- Attachment 1: Terms of reference for Grievances Subcommittee
- Attachment 2: Dealing with complaints and grievances

QUESTIONS

For all questions please email the Ashy Basketball Club's Committee of Management:

ashybasketballclub@gmail.com

ATTACHMENT 1

Terms of reference for a Grievances Subcommittee

Purpose

A Grievances Subcommittee has been established by Ashy Basketball Club's Committee of Management to investigate and resolve grievances lodged with Ashy Basketball Club. The Chair of the Subcommittee is to be the Welfare Officer of the Ashy Basketball Club unless there is a conflict of interest.

Membership

The Committee of Management must nominate two to five members who have no conflict of interest.

Time nominated

The Grievances Subcommittee shall be appointed until the completion of the current investigation.

Meeting requirements

The Welfare Officer is responsible for organising meetings as soon as is practicable after receiving a complaint or grievance.

Decision-making authority

The Grievances Subcommittee is required to fulfil only those tasks and functions as outlined in these terms of reference.

The Committee of Management may decide to alter the decision-making authority of the Grievances Subcommittee any time.

Budget allocation

All expenditure to be incurred by the Grievances Subcommittee must be approved by the Committee of Management.

Reporting requirements of the Grievances Subcommittee of Ashy Basketball Club

- The Grievances Subcommittee is required to keep minutes of all meetings held. These are to be kept in a secure file.
- The Grievances Subcommittee is required to present a written report to the full Committee of Management about the grievance, ensuring that privacy and confidentiality are maintained.

Tasks and functions of the Grievances Subcommittee

- Responding to complaints in a timely manner
- Investigating all complaints received in a discreet and responsible manner
- Implementing the procedures outlined in Attachment 2 – Dealing with complaints and grievances
- Acting fairly and equitably, and maintaining confidentiality at all times
- Informing the Committee of Management if a complaint is assessed as notifiable
- Keeping the Committee of Management informed about complaints that have been received and the outcomes of investigations
- Providing the Committee of Management with recommendations for action
- Ensuring decisions are based on the evidence that has been gathered
- Reviewing the terms of reference of the Grievances Subcommittee at commencement and on completion of their term. Suggestions for alterations are to be presented to and approved by the Committee of Management.

ATTACHMENT 2

Dealing with complaints and grievances

Dealing with a complaint

When a complaint is received, the person to whom the complaint is addressed will:

- inform the complainant of the club's *Complaints and Grievances Policy*
- encourage the complainant to resolve the complaint with the person directly, or to submit their complaint in writing
- comply with the Privacy and Confidentiality requirements about all meetings/discussions in relation to a complaint
- inform the Welfare Officer if the complaint escalates and becomes a grievance or is unable to be resolved appropriately in a timely manner.

Dealing with a grievance

When a formal complaint or grievance is lodged with the club:

- the Committee member receiving the formal complaint or grievance will record all relevant details regarding the grievance
- the Committee of Management must inform the Grievances Subcommittee to investigate the grievance

Grievances Subcommittee responsibilities and procedures

In the event of a grievance being lodged, the Grievances Subcommittee will:

- convene as soon as possible to deal with the grievance in a timely manner
- disclose any conflict of interest relating to any member of the Grievances Subcommittee. Such members must stand aside from the investigation and subsequent processes
- consider the nature and the details of the grievance
- identify which club policies (if any) the grievance involves
- inform the Committee of Management if their involvement is required under any other club policies
- maintain appropriate records of the information and data collected, including minutes of meetings, incident reports and copies of relevant documentation relating to the grievance
- respect the confidential nature of information relating to the grievance. The Committee of Management and the Grievances Subcommittee must handle any grievance in a discreet and professional manner

Investigating the grievance and gathering relevant information

When investigating the grievance and gathering relevant information, the Grievances Subcommittee will:

- meet with individual witnesses, and give right of reply to the person against whom the allegations are made in relation to any accusation or information relating to an alleged incident
- offer the complainant the opportunity of meeting with the Grievances Subcommittee to discuss the complaint and provide additional information where relevant
- nominate a Grievances Subcommittee member to inform the complainant of the procedures for dealing with the grievance if the complainant does not take up the opportunity to attend a meeting
- document the time, date and detail of meetings/discussions, and follow this up with a letter to the complainant outlining the information discussed

- review relevant information and documents
- obtain any other relevant information or documentation that will assist in resolving the grievance
- seek advice, where appropriate, from individuals and organisations that may be able to assist in resolving the grievance

Following the investigation

Once the investigation of the grievance is complete, the Grievances Subcommittee will:

- endeavour to resolve the grievance by agreement of the parties involved
- meet to discuss the information gathered and determine further action, including generating recommendations to be presented to the full Committee of Management
- report outcomes that may include relevant information gained in investigations and consultations to the Committee of Management and, where required, provide any recommendations for consideration by the Committee of Management.
- advise the complainant and other relevant parties of any decisions made by the Committee of Management in relation to the grievance
- follow up to ensure the parties involved are satisfied with the outcome and monitor progress on any actions taken by the Committee of Management.
- Actions undertaken by the committee when the following circumstances occur
 - Breach of the Club's Child Protection Policy
 - Breach of the Club's Code of Conducts

will range from warning, supervision to dismissal from Club depending on findings of investigation, type of breach and number of times breach has occurred.