



Policy Number :	12	Version:	1.3
Author:	EMDBC	Committee Approved:	July 2021
Authorised by:	Mellissa Bradley	Review Date:	July 2023

GRIEVANCE POLICY

Grievance Process

This policy recognises the rights of members to ensure that the correct process is followed for all concerns raised and discussions are open and honest, and an agreed outcome is reached.

Communication

If you have a **concern that is related to a game just played** the following process must be followed:

- Speak to your Coach.
 - If it is the result of a conflict or dissatisfaction from the game, please do not address this on the night of the game with the coach – leave this for the next day.
 - Coaches are instructed not to deal with negative feedback following a game. Whilst the player/parent may be frustrated, so may the Coach.
 - Wait one night and then make a time to speak with the coach – and if required request the Team Manager or Grievance Officer be present.

With good communication, most issues can be resolved appropriately in a timely manner.

The **line of communication for coaches** must follow in the order below:

1. Basketball Manager
2. Grievance Officer

The **line of communication for all other members** must follow in the order below:

1. Coach
2. Team Manager
3. Basketball Manager
4. Grievance Officer, who will report to committee if needed

Please note that should the above order not be followed, the involvement of the coach and notification of the Basketball Manager will likely be requested regardless of the person originally notified of the Grievance.

Meeting to discuss matter

To make arrangement to discuss a grievance matter, this needs to be requested, in the following manner in preference order:

1. Email
2. Text
3. In person
4. Phone Call

This meeting request needs to include an outline of the Grievance so the coach can be prepared to answer.

In regard to meetings to discuss a grievance, the player/family or coach may request the presence of:

- Junior Development Officer
- Basketball Manager
- Member Protection Officer/Grievance Officer
- President

A support person is welcome to attend with you.

If a meeting involves a Junior member attending they need to have an additional adult attend, preferably the parent/care giver.

To contact the Grievance Officer:

1. Write an email addressed to Attn: Grievance Officer via secretary@easternmavericks.com.au
2. Arrangements will be made for a meeting if required after brief discussion
3. A meeting will be held with the parties involved. This may be done in separate meetings
4. A formal response will be in writing once discussions completed

Please note: Coaching Staff and Club Management will not deal with issues that have not followed the Grievance Policy.

You will be directed to the Grievance Policy and requested to follow procedure.

Endorsed EMDBC COMMITTEE July 2021