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## 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.

If you have a concern that is related to a game just played please follow the below process:

1. **Speak to your Team Manager**, if you are uncomfortable with this then speak to your Coach.
2. **Speak to your Coach**. If the issue is minor, discussion after the game if convenient with the Coach is fine. If it is the result of a conflict or dissatisfaction from the game please leave 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.
2. Wait a night as this normally calms the emotions. Make a time to speak with the coach and if required the team manager may be present. Most issues are resolved here.
3. **If after talking to the coach, the issue has not been resolved, the issue can be raised with the Basketball Manager.**
4. Finally, if there is still no resolution regarding the issue, contact the President to make a time to discuss the issue. A meeting will be scheduled with at least two other people present. President / Vice President. A support person is welcome to attend also.

**For any other grievances, problems or concerns:**

1. Write a letter to the EMDBC Committee addressed to [secretary@easternmavericks.com.au](mailto:secretary@easternmavericks.com.au)
2. Arrangements will be made for a meeting if required after brief discussion
3. Meeting held with parties involved. This could be done in separate meetings if required
4. 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.

**Endorsed EMDBC COMMITTEE July 2015**