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# GRIEVANCE PROCEDURE

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## 1 Purpose

The purpose of this procedure is to define the processes to be followed when dealing with various grievances raised through the course of running the Sturt Sabres Basketball Club.

## 2 Scope

This procedure encompasses all grievances that are raised:

- By Sturt Sabres Basketball Club members, or
- By any person who wishes to use this process to have a complaint against a Sturt Sabres member managed.

## 3 Definitions

<b>Grievance</b>	Cause for complaint.
<b>Emotive</b>	Likely to bring out strong emotional response
<b>Escalation</b>	Raising to the next level
<b>Member Protection Officer</b>	A person appointed by the Club, who has completed the necessary online courses and training, to advise on member protection issues.

## 4 Required Actions

All parties involved in any grievance are responsible to attempt to solve the issue in good faith and to minimise any impact on other parties. The interests of Sturt Sabres Basketball Club shall be put before those of any single person or team.

### 4.1 Raising a Grievance

In the first instance, grievances should be discussed in person calmly to try to resolve any issue with minimal upset to either party. Try to avoid emotive discussion and stick to the facts. The following points should be remembered when dealing with issues relating to game or team related issues:

- Parents will naturally be inclined to put the interests of their own child ahead of others
- Other people will not necessarily share your opinions on player performance
- The coach is trying to balance the best interests of the entire team, not any one player
- Criticism or demanding high standards is acceptable providing it is not personal or demeaning.
- Playing in a lower division may help a player advance due to:
  - increased playing time,
  - greater responsibility within the team,
  - playing a different role
  - increased opportunity to show their ability



Where the grievance is not related to playing or team issues, gather the necessary facts and discuss the issue with the appropriate person.

It is generally in the best interests of both parties to find an agreed outcome from any initial discussion and to come to a mutual decision on any solutions.

## 4.2 Escalation

Where one of the parties is not satisfied with the outcomes of the initial discussion or not comfortable to approach the other, the escalation process laid out in Appendix 1 shall be followed.

## 4.3 Facilitating Outcomes

The person responsible for facilitating an outcome (in accordance with the escalation steps in Appendix 1) shall be responsible to:

- Be impartial and avoid pre-judging,
- Be thorough and deal with facts,
- Respect both parties right to be heard and to privacy,
- Take notes as required to assist in verifying facts and in case the matter is further escalated,
- Deal with the matter promptly,
- Make decisions that are best for Sturt Sabres Basketball Club, and
- Explain the reason for any decision to the parties involved.

## 4.4 Investigations

Where required, formal investigations shall be conducted using the Sturt Sabres Investigation template. Interviews shall be recorded on the Investigation Interview form and be signed by both the investigator and interviewee.

The investigator shall be responsible to verify allegations where practicable, including interviewing third parties or witnesses to establish facts.

Investigation reports should provide recommendations that aim to:

- Identify and correct any deficiency of Club policies or processes,
- Identify and correct behaviours that contravene Club policies and procedures,
- Provide information to increase the enjoyment and buy-in of all members.

## 4.5 Conflicts of Interest

Any person to whom a complaint is escalated must declare any conflict of interest and remove themselves from the process. Examples of conflicts of interest could include but not be limited to:

- A coach who has a child playing in a team,
- A member of the Executive with a child playing in, or coaching the team.
- A member of the Executive whose relative is the respondent to a complaint.

## 4.6 Records

Records of grievances shall be:

- treated as confidential in accordance with Privacy legislation.
- retained as a record in a secure location either in OneDrive or the Executive folder.



## Appendix 1 – Escalation

Initially all grievances should be managed in accordance with Section 5.1 of this procedure. Where this fails to provide a satisfactory outcome, the following process shall be followed.

Step	Team / Selection / Coaching or Playing	Member Protection Issue	Club Policy	Fee or Financial
<b>1</b>	For State or National concerns, consult with the Sturt Sabres Program Manager and raise with the relevant body	If comfortable to do so, discuss the issue calmly with the person causing concern.	Raise the issue with a member of the Sturt Sabres Committee. Policy issues may take a number of weeks to resolve.	Raise the issue with the Sturt Sabres Finance Officer
If not satisfied with the outcome				
<b>2</b>	For Sturt Sabres issues, discuss calmly with the coach in the first instance	For State or National concerns, consult with the Sturt Sabres Member Protection Officer and raise with the relevant body.	Escalate to the Club Ombudsman	Escalate to the Club Ombudsman
If not satisfied with the outcome				
<b>3</b>	Escalate the issue to the relevant Division 1 Coach	If not comfortable to follow Step 1, raise the concern with one of the Sturt Sabres Member Protection Officers.	Escalate the issue to a member of the club Executive.	Escalate the issue to the Club Executive.
If not satisfied with the outcome				
<b>4</b>	Escalate to the Director of Coaching	Request a formal hearing with the Club Executive.	Request a formal hearing with the Club Executive.	Request a formal hearing with the Club Executive.
If not satisfied with the outcome				
<b>5</b>	Escalate to the Club Ombudsman	Where violence or a threat of violence has occurred, report to a Sturt Sabres Member Protection Officer and raise with SAPOL.		