

ELTHAM JUNIOR FOOTBALL CLUB

GRIEVANCE POLICY



GRIEVANCE PROCESS

In the event of a grievance the following process should be followed:

STAGE ONE

- 1) The club would encourage the player or parents on behalf of the player to address any match or training issues with the coach at an appropriate time. This would include issues such as game time, positions played, coaching style or problems within the team.
- 2) Issues with administrative decisions should be first raised with the Team Manager.

In the event that a grievance is not resolved at coach or Team Manager level then the following escalation process is available:

- Football related matters – Football Operations Manager
- Administrative matters – Secretary

In coming to a judgment about a grievance those with the authority to do so in a particular area shall ensure:

1. That all parties have an opportunity to present their viewpoints
2. That no party with a vested interest has a vote in the final decision
3. That any defamatory statements are ruled out of order
4. That efforts are made to find relevant evidence
5. As much expertise as is reasonable is obtained for any sub committee hearing the grievance
- 6.

STAGE 2

In the case of a party not being satisfied with the outcome of an attempt to solve a grievance a further appeal may be made to the Executive Committee.

Grounds for appeal may include:

- A lack of proper process in the attempt to resolve the grievance.
- A failure to implement the rules of the Eltham Junior Football Club.
- A serious infringement of natural justice.

The President will make the judgment as to whether there should be a further hearing. In the case where the President agrees there should be a further hearing the following shall occur:

- All relevant parties shall be entitled to make submissions in writing or, if they wish, in person to the hearing. This shall include a representative of the sub committee involved in any prior hearing.

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- The hearing shall be conducted by a minimum of two people and a maximum of five which shall include:
 - The President, who shall act as Chairperson
 - Someone with expertise/experience in that particular area of the club who was not involved in a previous hearing
 - No person with a vested interest in the decision or part of any previous hearing shall conduct the hearing
 - Any defamatory statements shall be ruled out of order
 - Before publication of the result of the hearing, members of the Executive Committee with no vested interest in the findings shall be informed of the findings and may raise an issue for reconsideration solely on the grounds that an aspect of the findings is contradictory to the written policy of the Club.

- All parties to the dispute shall be informed of the findings in writing.

Grievances and Policy

The Club does not approve of using the grievance policy to seek a change to policies at the Club.

Those who disagree with policies should make appropriate submissions to the bodies who have the authority to review this policy.

Unless it can be demonstrated that the policy is contradictory to some other policy of the Club or contradictory to the NFL by laws or the law of the land, grievances shall be judged by the existing policy and objections to that policy shall be ruled as irrelevant.