



Ocean Ridge Junior Cricket Club

Ocean Ridge
Junior Cricket Club (Inc.)
PO BOX 584
Joondalup, WA 6919
Web : www.ORJCC.com.au

DISPUTE RESOLUTION PROCEDURE

Objective

The Ocean Ridge Junior Cricket Club (ORJCC) seeks to resolve difficulties, grievances and complaints in a prompt, impartial and fair manner.

Introduction

If a member, player or parent has an issue of grievance with the administration of the Club, the selection of a player and/or team, any of its volunteers (including Coaches) or another member, it is in everyone's best interest that a mechanism is in place to enable these issues to be addressed fairly, without prejudice and in a timely manner. ORJCC has adopted the following procedure for such matters.

Internal grievances and disputes may be resolved through informal and formal procedures. Informal procedures are the most common avenue for managing individual grievances and disputes between people. However, if informal discussions do not arrive at a satisfactory outcome, and a formal procedure is required to be followed that involves a more detailed and thorough investigation. Both informal and formal procedures will be fair and non-discriminatory, and deal with grievances promptly.

1. Initial Discussions (Informal Grievance) Process

Procedure	Guidance Notes
<p>If you or your child has a grievance you should discuss it informally with the person directly involved in the matter. The club hopes that the majority of concerns will be resolved at this stage.</p>	<p>Informal discussions should resolve the vast majority of grievances.</p> <p>This should allow the member or their family and Club to resolve the grievance without the involvement of a formal process. The aim should be to resolve all grievances at the lowest relevant level.</p> <p>The person making the complaint approaches the designated member of the club as detailed below to deal with their grievance.</p> <p>The person receiving the complaint needs to obtain as much information as possible, evaluate the grievance/dispute and explore options for resolution.</p> <ul style="list-style-type: none">• General grievances (including administrative/financial should be directed to the President or Treasurer).• Coaching/selection grievances should be directed to the appropriate coach or



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	<p style="text-align: center;">Coach's Coordinator.</p> <p>The person making the complaint should be advised of his or her right to submit a formal grievance if he or she is not satisfied with the decision and outcome of the informal process.</p>
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2. Mediated Discussion (Formal Grievance) Process

Procedure	Guidance Notes
<p>If the matter is not satisfactorily resolved through stage 1 – informal complaint process - then you may raise the matter, in writing, with the President.</p> <p>The President will endeavour to respond within seven days.</p>	<p>The President is the acting supervisor over all Club members, committee members, coaches and volunteers.</p> <p>This response may take the form of a follow-up meeting with the family and any person(s) involved in the matter.</p> <p>If the grievance is to do with a coach(s) and/or team selection the process will be led by the Coaches Coordinator, however if the Coordinator was first point of contact as per stage 1, informal complaint then the process will be lead by the President.</p>

3. Grievance Panel (Formal Grievance) Process

Procedure	Guidance Notes
<p>If the matter is not resolved to your satisfaction within stages 1 and 2, and you wish to pursue this matter further, you should put your grievance in writing to the Secretary of the ORJCC.</p> <p>The Secretary upon receipt of your letter will present the matter to the Committee. This Committee will form a Grievance Panel which will formally respond by setting a meeting or taking another course of action within 14 days.</p> <p>The panel will make recommendations to the ORJCC Committee who will then deliberate on the grievance - the committee's decision is final.</p>	<p>If the Committee understands that any stages of the process have not been completed, there may be a requirement for these to occur prior to further action or a hearing from the Committee.</p> <p>The Grievance Panel will compromise three committee members Committee. All members of the panel are to have had no involvement in the complaint during stages 1 & 2.</p> <p>If for whatever reason there are insufficient members of the Committee to form the Grievance Panel, then additional members of the Panel will be sourced from team Coaches within ORJCC as appointed by the</p>



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	<p>President.</p> <p>The panel will make a recommendation to the Committee for its consideration.</p> <p>Response by Committee may include:</p> <ul style="list-style-type: none">• a dismissal of the grievance,• a formal reprimand of the person concerned,• a recommendation for the development of an additional policy• a recommendation of further disciplinary action by the Committee• amendment to the selection decision <p>The parent, member or player making, or to whom the complaint is directed, shall not be a member of the Grievance Panel. Legal representation is not allowed at this meeting.</p> <p>The decision of the Committee is final.</p>
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