



North Epping Rangers Sports Club

Football Netball Tennis

GRIEVANCE AND COMPLAINT POLICY

PURPOSE

This policy establishes a framework for resolving grievances and complaints within the North Epping Rangers Sports Club community, ensuring members can voice concerns in a safe environment without prejudice or persecution while maintaining good relationships.

DEFINITIONS

NERSC means North Epping Rangers Sports Club Inc

NER means the same as NERSC

Management Committee means the NERSC Management Committee

Executive Committee means the members of the Management Committee that hold the positions of President, Vice President, Secretary and Treasurer

Grievance Committee means those members of a sub-committee formed for the purpose of dealing with a grievance or complaint

MPIO means the NERSC Member Protection Information Officer

Complaint means any grievance or complaint, and any reference to the word complaint shall have the same meaning as grievance where appropriate

NER Sporting Section means one of the sections within NER that has been formed to facilitate and provide sporting activity to its members being, Football, Netball, Tennis, or other sections that may be formed from time to time

NER Sporting Section Convenor means the member of the Management Committee in charge of an NER Sporting Section

NER Member means a person either registered to play in, coach or manage one or more groups or teams within an NER Sporting Section, or a person in a management role within the NER Management Committee or one of the NER Sporting Section committees, or the parent

or guardian of a minor registered to play in one or more groups or teams within an NER Sporting Section

POLICY STATEMENTS

The Management Committee recognises that NER and community members will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. NER shall provide a safe environment for its members to be able to voice a grievance or complaint without prejudice or persecution, and shall empower the NER Sporting Sections or Grievance Committee to deal with all complaints directed to them.

PRINCIPLES

The Grievance Committee will operate on the basis that:

Right to Fair Consideration: People have the right to have their complaints receive careful consideration through established processes that are timely and based on fairness and respect.

Cooperative Resolution: The best resolution is one that is reached cooperatively and informally where possible.

Non-Retaliation: A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result of their exercise of this right.

Confidentiality: Where a formal complaint is received by the Grievance Committee it will be considered in a timely and confidential manner.

ROLES AND RESPONSIBILITIES

Member Protection Information Officer (MPIO)

The Member Protection Information Officer (MPIO) should be the first point of contact, at the club level, for any enquiries, concerns or complaints about harassment, abuse, and other inappropriate behaviours. The MPIO provides information and moral support to the person with the concern. They direct members to member protection and welfare policies, explain what constitutes inappropriate behaviour, explains the complaint process, and provides the complainant with the options available specific to their grievance or complaint.

Grievance Committee

The Grievance Committee will comprise of one or more suitable club representatives. These members will be determined by the Executive Committee. Where a conflict of interest exists, real or perceived, or where no suitable club representatives are available, the Grievance Committee may be an independent person or persons with suitable complaint handling

experience. Where the complaint relates to a member of the Executive Committee, that member shall be excluded from the process of selection of the Grievance Committee.

The Grievance Committee will ensure that complaints raised to it, are dealt with in a prompt and equitable manner.

NER Sporting Sections

Individual sporting sections within NER may handle complaints that are specific to their activities and fall within their expertise and authority.

Management Committee

The Management Committee has ultimate responsibility for ensuring this policy is implemented effectively and may exercise disciplinary powers as outlined in the NERSC Constitution.

RELATED DOCUMENTS

This policy is supported by the NER Grievance and Complaint Procedure, which provides detailed operational guidance for implementing this policy framework.