



# Grievance Policy

## Introduction

1. Any reference to Majura Football Club includes the club under the name of Majura Junior Soccer Club.
2. Unresolved grievances can lead to disruptive tensions within Majura Football Club. A Grievance policy and procedure is required to eliminate the possibility of any detrimental effects arising out of unresolved grievances.
3. Any disciplinary action should not be seen purely as a form of punishment, but rather as a form of correcting unacceptable behaviour.
4. Majura Football Club has published Codes of Conduct for players, coaches and parents/guardians. Breaches of these Codes of Conduct may lead to a complaint from another member of the Club or a member of the public, and/or disciplinary action by the Club.
5. This policy states the procedures to be followed in the event of a grievance being submitted to a member of the Executive Committee.
6. This policy does not preclude the resolution of an issue by the members involved without a formal submission of grievance. In fact, the Club encourages all members to recognise that the Club is run by volunteers and that common sense and courtesy should be applied to prevent the need for an issue to be formally dealt with by the Club.
7. In all cases a suitable cooling off period of several hours should be applied. This period allows time for reflection upon the alleged grievance and a desired outcome. If contact is made, it should be done in a polite and non-confrontational manner. Both parties are expected to act in a reasonable manner.
8. If the matter cannot be resolved to mutual satisfaction, and a member wishes to formalise the grievance, then this should be done at the earliest opportunity to allow the matter to be dealt with in a timely manner.
9. Anyone who is the subject of a grievance will be accorded the right of reply.
10. The Executive Committee has the right to interview witnesses to any alleged incident and to gather supporting information from parents, players, officials or anyone else deemed relevant to the investigation.
11. The Club may ask either party to the Grievance to temporarily step down from their position, or refrain from attending training or games, during the Grievance Procedure process.
12. **A grievance should be submitted in writing to the Majura Football Committee within 2 weeks of the incident.** This allows for timely investigation of the incident.

## SANCTIONS

The Majura Football Committee may impose sanctions on an individual, or a group, following a grievance procedure. These sanctions may include, but are not limited to, the following:

1. A formal warning,
2. Suspension from team activities (games and training) for a specified period,
3. Removal from a volunteer position such as coach or manager,
4. Demotion of a player to a lower grade,
5. Banning from Club grounds, and

6. Expulsion from Majura Football Club without refund of fees. This may include refusal of any application to join the Club in future years.

## **Grievance Procedure**

1. Legal representation for either party is not permitted during the Club Grievance Procedure.
2. In the first instance, concerned parties should attempt to resolve the issue between them, bearing in mind the cooling off period.
3. If a complainant is unable to resolve the issue at the lowest level, or feels they are unable to raise the issue with the person involved, they should then submit a formal Grievance Complaint to a member of the Executive Committee within 2 weeks of the incident. The Complaint must state the date, time, whereabouts and a description of the complaint. Any witnesses must also be noted.
4. The Executive Committee will form a Grievance Resolution team consisting of at least 2 Executive Committee members.
5. In the first instance, they will request that the complainant and the subject of the complaint attend a mediation meeting. If that is refused by either party, the Grievance Resolution team will interview both members and any witnesses they deem appropriate for their investigation.
6. If appropriate, the Grievance Resolution team will attempt further mediation between the parties.
7. If mediation fails, the Grievance Resolution team will make a decision based on their findings. If disciplinary action is required, an appropriate sanction will be awarded.
8. Both parties will be formally notified of the result of the enquiry, including any disciplinary action decided upon.
9. Both parties are expected to accept the findings of the Grievance Resolution team with good grace and make every effort to move forward in a positive fashion at the conclusion of the process.