



Policy

Grievance Policy

Version Control and Change History

High level summary of change to the document

Version	Date from	Review Date	Amendment
1.0	Original	January 2019	Original version
2.0	February 2019		Transferred to new format. Added 2, 4, 5, 6 and amended 3 including use of Notice of Grievance Form.

1. Purpose

The East Torrens Baseball Club Grievance Policy provides members an efficient & effective means by which to objectively resolve grievances. Where possible, grievances should be resolved informally and locally with the approach of negotiation and conciliation.

If there is a grievance about any Policies or the Constitution and Bylaws of the ETBC it will not be dealt with through this process.

2. Roles and Responsibilities

Position Title: Executive Committee

- Act in a confidential manner.
- Act respectful and without prejudice.
- Provide representation to the Grievance Committee.
- Provide support to the Operations Manager and Junior Coordinator.
- Manage outcomes of any grievance should it be required.
- Uphold the Constitution, Bylaws and Codes Of Conduct.
- Record and safely store all written documents relating to the grievance in a secure and confidential manner.
- Deal with grievances in a timely manner.

Position Title: Junior Coordinator

- Act in a confidential manner.
- Act respectful and without prejudice.
- Report any grievance to the Executive Committee that can affect the image or integrity of the Club.
- Deal with grievances in a timely manner.



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Position Title: Coaches and Managers

- Act in a confidential manner
- Act respectful and without prejudice.
- Report to the Executive Committee any grievance that can affect the image or integrity of the Club.
- Deal with grievances in a timely manner.

Position Title: Players and Parents

- Act in a confidential manner
- Act respectful and without prejudice.

3. Procedure Details

A grievance shall not challenge a coaching decision. A coaching decision means all discretionary decisions not mandated by a specific rule governing league play, including, but not limited to, any decision concerning position assignments or baseball strategy and tactics.

The East Torrens Baseball Club will use a three level approach the managing grievances.

If an individual has a grievance they should;

- 1) First attempt to resolve any issues by raising their grievance with the relevant Coach or Team Manager.
- 2) If this is unsuccessful or the individual is unhappy with the outcome, they should escalate the matter to the relevant Coordinator. In the case of juniors, please contact the Junior Coordinator and in the case of seniors, please contact the Operations Manager.
- 3) Where the relevant coordinator has been unsuccessful or the individual is unhappy with the outcome, they then should submit a Notice of Grievance Form to the Executive Committee. All Notice of Grievance Forms will be reviewed by the Grievance Committee. If more than one person has a similar grievance, they each must fill in the Notice of Grievance Form in order for it to be considered. Group Grievances will not be accepted.



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3.1 Grievance Committee

The Grievance Committee will consist of at a minimum, the President, the Vice-President and the Operations Manager. If any member of the Grievance Committee is a party or witness to the grievance, then the Executive Committee will appoint a new member to the Grievance Committee. The Executive Committee may vote on and approve/disapprove additional members of this committee as required.

The Grievance Committee shall oversee the grievance-review process and shall resolve and rule on all grievances submitted to the Executive Committee.

The Grievance Committee shall:

- 1) Provide the party subject to the grievance with a copy of it and provide that party with an opportunity to respond to the grievant allegations using the Club Notice of Grievance Form;
- 2) Speak to all parties and identified witnesses concerning the incident giving rise to the grievance. The Grievance Committee may require witnesses to complete and submit a Club Notice of Grievance Form;
- 3) Endeavor to resolve and rule on the grievance within seven (7) days of its submission.

If the grievance raises a question concerning the physical safety of participants, the Grievance Committee may initiate a more expedient process for resolving the grievance.

The Grievance Committee shall keep grievances and documents submitted in connection with them, confidential to the Club, the parties, and the witnesses.

The decision of the Grievance Committee resolving and ruling upon a grievance shall be final and shall be communicated in writing to the parties.

The Grievance Committee shall have the authority to take appropriate disciplinary action as per the Constitution and Bylaws of the Club at the completion of the grievance-review process, if a violation of the Club Policies or Code of Conduct has occurred.



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4. Vexatious, Frivolous or Improper Grievances

While the majority of grievances are motivated by genuine concern about perceived or actual inappropriate or unfair behaviour or actions, on some occasions a grievance may be vexatious, frivolous or improper. A vexatious, frivolous or improper grievance is one which has the ability to harass or annoy, to cause delay or detriment, or is for any other improper purpose. Any grievance that is found to be vexatious, frivolous or improper may constitute grounds for disciplinary action under the Constitution and Bylaws of the Club.

5. Appendices

Notice of Grievance Form

6. Supporting Documents

Baseball Australia, National Member Protection Policy



East Torrens Baseball Club Notice of Grievance Form

Date:		Team (if applicable):	
Complainant Name:		Relationship to player:	
Complainant Phone:			
Complainant e-mail:			
Player Name:			
Coach (if applicable):			
Grievance - please explain in detail and provide dates and list those involved:			
Attempts made to resolve grievance:			

