

Grievance Policy

Pirates Softball Club WA
Inc

The purpose of this document is to set out the principles for the handling of grievances for members, officials and non-playing officials of the Pirates Softball Club WA Inc so that all parties to any grievance are treated in a fair, confidential and consistent manner.

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COMPLAINT HANDLING PRINCIPLES

The committee of the Pirates Softball Club WA Inc should consider the following principles when dealing with complaints:

- **Treat** complaints seriously
- **Act** promptly
- **Treat** people fairly and listen to both sides of the story
- **Stay** neutral
- **Keep** parties to the complaint informed
- **Try to Maintain** confidentiality if possible
- **Protect** parties against victimisation
- **Keep** accurate records
- **Make** decisions based only on information gathered and not on personal views
- **Disciplinary** action should be relative to the breach

MEETING THE PARTIES

Dealing with complaints involves talking to the people involved and listening to their respective sides of the story. Before taking any steps, the committee must think about the best way of organising the meeting, how the people involved might respond and what you can do to manage the situation in a fair and impartial manner. Tips to prepare for the meeting include:

- **Put** yourself in place of the people involved.
- **Think** about what you're going to say and how you're going to say it
- **Consider** how the issue relates to the club's policies and codes of behaviour
- **Recognise** that different people will probably want different things
- **Don't** be defensive or allow yourself to be pressured into a particular course of action.
- **Be clear** about how you will manage expectations about the complaint process and outcomes:
 - if a person wants help but doesn't want to be identified explain that you're limited in the actions you can take, unless the complaint involves a child
 - if a person insists on immediate disciplinary measures let them know that the person they are complaining about has the right to tell their side of the story
 - if you have conflict of interest (e.g., you are related to the person being complained about) remove yourself from the process
- **Remember:** the safety of club members should be your first priority, particularly if the complaint involves possible child abuse