

Grievance Procedures

Pirates Softball Club WA Inc

The purpose of this document is to set out the procedures for handling of grievances of 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 in order to achieve a fair and equitable resolution.

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PIRATES SOFTBALL CLUB WA INC GRIEVANCE PROCEDURES

The complainant is instrumental in deciding how their complaint is dealt with

Informal Complaint

The complainant may approach any serving committee member, with whom they feel comfortable, to raise their grievance.

If the discussion provides a resolution then the grievance process is finalised in a successful resolution

Formal Complaint

If the informal complaint has not resulted in a successful resolution or the complaint is of a serious nature, then the grievance should be submitted to the committee, in writing for discussion and action.

The submission should detail all of the parties involved and the nature of the grievance.

**SUCCESSFUL
RESOLUTION**

If either the complainant or the committee member feels that the grievance needs further attention, then the grievance is referred to the committee (in writing) for discussion and action (ensuring that the Grievance Principles of the club are adhered to)

If the complaint is of a serious nature, the President may call a committee meeting to discuss the grievance and adjudicate on the matter, with the goal being a successful resolution. The committee should hand down its findings, in writing to all parties

If the committee cannot reach a successful resolution then a meeting may be called between the parties to the grievance to discuss a resolution.

If the parties are unwilling or unable to meet to discuss a resolution then another committee meeting will be called to further adjudicate on the matter and will hand down their findings, in writing.

If no resolution is achieved, the grievance is dealt with under the procedures outlined in the Constitution.