



Grievance Policy & Procedure

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Ratified on	To be ratified
Last Reviewed	March 2024, by Secretary
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Person Responsible for Review	HVNC Secretary/Membership Protection Information Officer (MPIO)
<i>Notes/Minor Updates</i> 5/4/2024 31/5/2024 11/10/2024	Updated to re-format in line with new design Policy & Procedure Reviewed & Flowchart Updated Updated to include “mpio” email address

PURPOSE

This document provides our members with information on the most appropriate courses of action available where a member has a grievance concerning the actions or outcomes decided by the Hope Valley Netball Club. This is to ensure all complaints are handled in a sensitive, confidential, and fair way to achieve the most suitable outcome.

GRIEVANCE POLICY

As with every sports club, the Hope Valley Netball Club recognises that from time-to-time complaints and grievances can occur. It is our aim that any complaint or grievance is handled quickly, fairly and effectively for all parties.

The Hope Valley Netball Club aims to:

- Promote an equitable supportive sporting environment for all club members
- Provide a safe and inclusive environment for all members
- Offer proactive solutions to resolve any concerns as they arise and respond to all grievances in an efficient timely manner.
- Maintain the confidentiality of all parties involved.
- Understand the right its members have to question decisions made by the club

Hope Valley Netball Club recognises that all concerns are valid and that they will be resolved as outlined in the Grievance Procedure.

As part of the Grievance Procedure, Hope Valley Netball Club has nominated a **Member Protection Information Officer**. This position is independent of the Committee, but will work with the Committee as required to address any issues raised by members.

ROLE OF MEMBER PROTECTION INFORMATION OFFICER (MPIO)

The Member Protection Information Officer (MPIO):

- is the first point of call for any enquiries, concerns or complaints about harassment or abuse.
- provides information and moral support to persons with concerns/complaints and to ensure that people understand the complaint handling process.
- provides information and guidance on complaints procedures - they are the 'go to' person if you want to discuss problems at our club, particularly if you are considering making a formal complaint.

The MPIO will offer proactive solutions to support the club and the members involved.

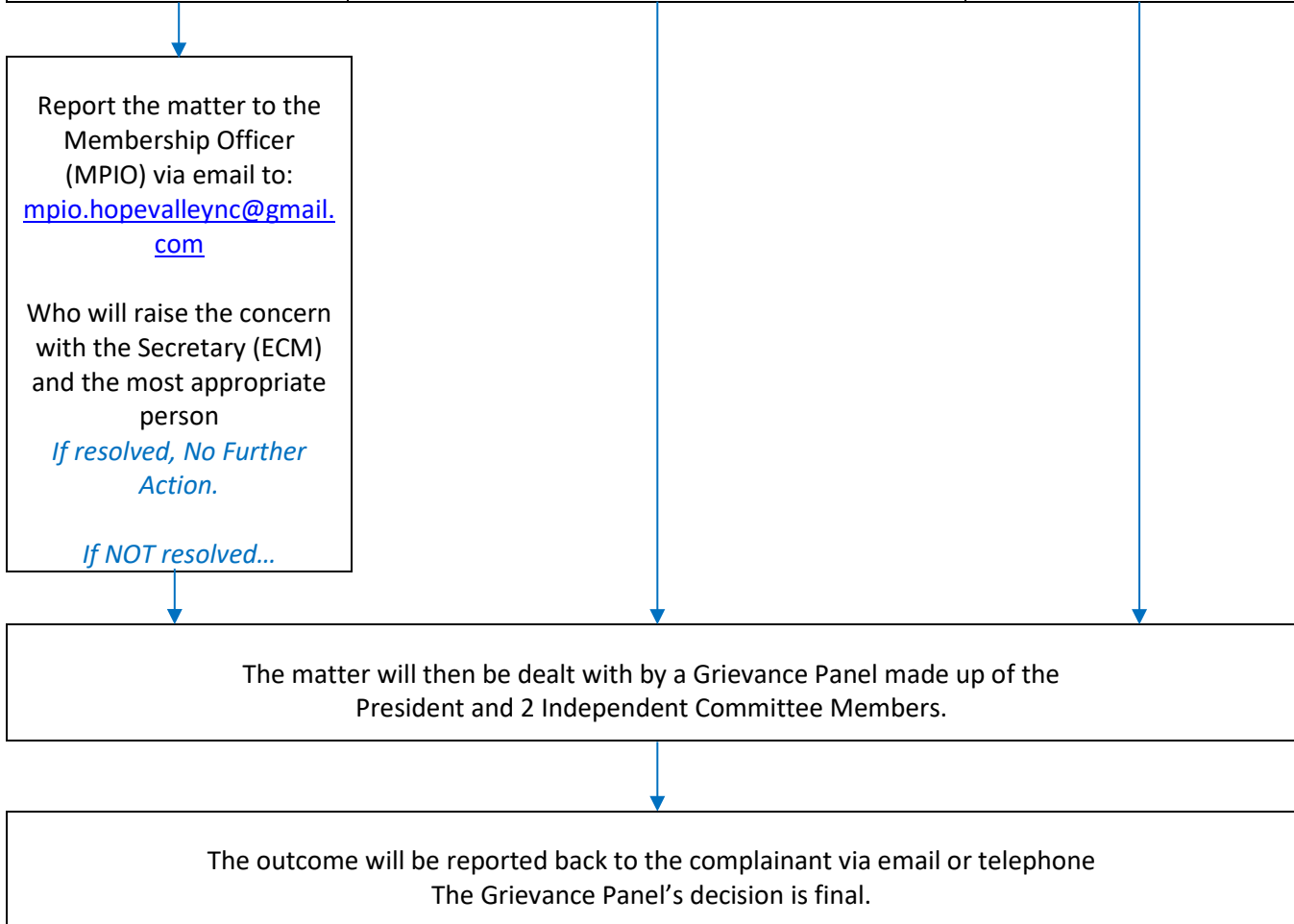
NB the **MPIO does not oversee Child Safety** - if you have a concern with respect to a child safety issue please speak with Child Safety Officer in the first instance, either in person or by emailing childsafety.hopevalleync@gmail.com

Issues (with the exception of Child Safety concerns) can be raised in person with the MPIO or sent via email to mpio.hopevalleync@gmail.com.

The Grievance Procedure is outlined on the following page.

HOPE VALLEY NETBALL CLUB GRIEVANCE PROCEDURE

A PLAYER	GRADING or A COACH	A COMMITTEE MEMBER
<p>If you feel it's appropriate, express your issue or concern to the coach. **</p> <p><i>If resolved, No Further Action.</i></p> <p><i>If NOT resolved...</i></p>	<p>Report the matter to the Membership Officer (MPIO), via email to: mpio.hopevalleync@gmail.com</p> <p>who will then liaise with the Secretary (Executive Committee Member - ECM) and Grading Convenor or the Coaches Coordinator to address the concern</p> <p><i>If resolved, No Further Action.</i></p> <p><i>If NOT resolved...</i></p>	<p>Advise the President directly of your issue or concern via email to: president.hopevalleync@gmail.com</p> <p><i>If resolved, No Further Action.</i></p> <p><i>If NOT resolved...</i></p>



** If your issue or concern is not covered by this procedure please contact the Member Protection Information Officer, the President or a member of the committee to discuss the appropriate action to take.*

*** Under NO circumstances can a parent or player address a concern directly with another player.*