



STAFNC GRIEVANCE PROCEDURE

1. Many grievances result from misunderstandings and communication problems. Therefore, whenever possible, it is best to speak directly with the person/s concerned to seek a positive resolution of the issue if this approach does not resolve the situation, or you feel unable to discuss the issue with the person's concerned, you should move to step two (2).
2. If the grievance is with a fellow member you should approach the Committee on the day who will discuss the problem with you. Depending on the nature of the problem, the Secretary may seek to mediate between you and the others involved. If the grievance is with the Secretary, Staff or Committee Member/s you should approach the General Manager of such of the Club. If the grievance is not resolved to your satisfaction, or you felt it was not possible to discuss the issue with the General Manager you should move to Step three (3).
3. Contact the Vice President (Operations)
The Vice President may ask you to put your concerns in writing. He/She will need to know whether you have followed the first two steps, or the reason why you chose not to. He/She will try to ensure that everyone's rights are respected and that the issue is resolved quickly. However, if the grievance is still not resolved or it happens to concern the Vice President, you should move to step four (4).
4. The final stage of dealing with a grievance within the Club is write a letter to the Chairperson of the Club marked "Confidential". The grievance will need to be clearly described and provide details of attempts to resolve the issue in accordance with this policy. The Chairperson will then convene a meeting of relevant parties within two weeks. If necessary, the Chairperson will then convene a special meeting of the General Committee within two weeks. Decisions from these meetings will be the FINAL decision of the St Albans Football and Netball Club. If you are still not satisfied with the outcome, you may consider contacting the following organisations or individuals:-
 - The Victorian Equal Opportunity and Human Rights Commission 1300 292 153
 - Victoria Legal Aid Geelong 03 5226 5666
 - Office of the Public Advocate 1300 309 337
 - Your Local Member of Parliament (Federal or State)
 - Your own legal adviser

Note: This Grievance Procedure is designed to facilitate the efficient and timely resolution of Grievances with minimum difficulty for all concerned. Steps 1 to 4 in no way eliminate your right to seek assistance to resolve the issue from outside the STAFNC. You should be aware, however, that most complaint services are likely to ask that you use this grievance procedure before they can help you. All STAFNC staff are expected to assist you have your grievance heard and wherever possible, will seek win/win solutions for all involved, you may approach an advocate (anyone you choose) to support you in having your grievance resolved.