



YERONGA JUNIOR AUSTRALIAN FOOTBALL CLUB INC

Incorporation Number IA17566
ABN 49 610 457 015

CLUBHOUSE & GROUNDS
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GRIEVANCE RESOLUTION PROCEDURE

Policy

The Yeronga Junior Australian Football Club requires all grievances and conflicts to be resolved to the satisfaction of the Members and Committee in a timely fashion.

Accordingly, the following grievance resolution procedures have been developed to enable this objective to be fulfilled.

All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the level of involvement for expediting issue resolution.

Procedure

1. Any person wishing to raise a football or team related issue shall initially approach the Team Manager. Items of a general nature can be raised with any member of the Committee. Where possible the person reporting the issue should make suggestions that may resolve the issue.
 - As soon as possible after an issue has been reported, if a football issue, the Team Manager of the affected team and the claimant, must meet and try and resolve the issue.
 - If a general issue, the committee person approached can try and resolve the issue at hand.
2. Where the initial parties cannot resolve the issue, the Team Manager or Coach should refer the matter to the President as soon as possible.
3. In attempting to resolve the issue, all parties should take into account the following factors:
 - 3.1 The extent of the issue, i.e., if it is likely to have a wider effect in the Club
 - 3.2 The number of players or teams affected
 - 3.3 Whether appropriate temporary measures are possible or desirable
 - 3.4 The expected time before the issue can be addressed
 - 3.5 What resources may be needed to resolve the issue
4. The consent of the Management Committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Club President is authorised to make public statements on behalf of the Club.
5. The Team Manager and/or Coach may at any time call on the Management Committee Members for assistance.

Any football or team related issue reported to the Committee, where the Team Manager and/or Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager/Coach.

All decisions made by the management committee are final.