



## **Winston Hills Netball Club Grievance Handling Process**

This is prepared to give some guidance in the handling of grievance/complaints that are received by the Winston Hills Netball Club (WHNC). All complaints are to be submitted in writing to WHNC Secretary [whncsecretary@gmail.com](mailto:whncsecretary@gmail.com). The complaints may be received from a member of WHNC or any other such person.

1. The Secretary/President of WHNC receives the grievance/complaint.
2. The Secretary will then alert the President and any other suitable person within the WHNC committee.
3. An appropriate person or persons will be requested by the President to complete the investigation and recommend a suitable course of action or response. This sub-committee will consist of at least 3 committee members, with relevant roles and experience and must include the President and Secretary.
4. A member of the sub-committee will contact the complainant and confirm the complaint, request any further information, outline the process that is to be taken and a timeline for the course of proceedings.
5. A member of the sub-committee will then contact the person(s) that the complaint is concerning and alert them to the fact the complaint has been submitted and give as much information as possible whilst ensuring the complainant is protected where possible or necessary. The person will then be afforded a suitable time frame in which to respond to the complaint or attend a resolution meeting to discuss or investigate the matter further.
6. Any and all persons involved in the situation or witnesses should then be contacted and a time arranged for any questions to be asked. The responses should be recorded and confirmed with the person(s) at the end of the discussion.
7. The responses of all person(s) and any notes etc should then be compiled into a report and the sub-committee should determine a course or action. If necessary, the matter may be discussed with the wider committee if further consultation is required and an outcome cannot be determined within the sub-committee.

8. The Secretary will then respond to the complainant (in writing), outlining any course of action determined (if deemed necessary). The Secretary will inform the person(s) that the complaint was concerning, (in writing) any course of action determined (if deemed necessary).
9. The complaint and response should be recorded and filed for any possible future action.
10. If the complaint is not resolved to the Complainant's satisfaction, they may make a formal complaint in writing to the relevant body.

<b>Update</b>	<b>Comments</b>
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