

GISBORNE GIANTS FOOTBALL NETBALL CLUB
CONCERNS AND COMPLAINTS POLICY

UPDATED: 5.5.23



Gisborne Giants Football
Netball Club Incorporated
A0094605K

1. PURPOSE

Gisborne Giants Football Netball Club is committed to providing a safe and inclusive environment for all members. We recognize that concerns and complaints may arise from time to time, and we have established this policy to ensure that all concerns and complaints are addressed promptly, fairly, and with respect for all involved parties.

2. SCOPE

This policy applies to all members, participants, volunteers, coaches, and employees of Gisborne Giants Football Netball Club.

3. PROCESS

- a. Any person who has a concern or complaint should raise the issue with the relevant club official (e.g., coach, team manager, or committee member) by 5pm the next working day.
- b. If the concern or complaint cannot be resolved at this level, the person should escalate the issue to the Grievance Officer, club president or another committee member.
- c. The Grievance Officer will investigate the issue, and all parties involved will be given an opportunity to provide information and make a statement. A panel of four will be formed, to finalize the investigation. The panel will be self-nominating and finalised by Committee vote.
- d. The Grievance Officer will make a determination and communicate the recommendation to the panel. The panel will be required to ask clarifying questions and then cast a silent vote for or against the recommendation.
- e. If the person is not satisfied with the decision, they may appeal the decision to the club committee. The club committee will review the matter and make a final decision.
- f. If the committee cannot agree or complaint is not resolved it will be directed to the League Complaints Officer.
- g. All concerns and complaints will be handled confidentially, and information will only be shared with those who need to know to resolve the issue.
- h. If the concern or complaint involves allegations of abuse, harassment, or discrimination, the matter will be referred to the relevant authorities for investigation.

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4. PROTECTION

Protection against retaliation Gisborne Giants Football Netball Club is committed to protecting members who raise concerns or complaints in good faith from any form of retaliation. Any member who retaliates against another member for raising a concern or complaint will be subject to disciplinary action.

5. RECORD KEEPING

All concerns and complaints will be documented, and records will be maintained in a secure and confidential manner.