

## **Grievance procedure for NYP Water Polo Club**

The following outlines the NYP procedure for resolving Informal/Formal grievances or complaints regarding breach in “code of conduct” by club member.

The objectives of this procedure are to ensure:

- To resolve issues and complaints at a local level between involved parties.
- NYP WPC treats issues and complaints relating to breaches on the code of conduct and unacceptable behaviour seriously, sensitively, promptly and confidentially;
- This procedure is followed when resolving issues of Unacceptable Behaviour.
- All complaints of Unacceptable Behaviour are handled in a constructive, impartial and lawful way;
- The NYP WPC takes all reasonable steps, or practicable precautions, to ensure Unacceptable Behaviour does not occur or continue;
- Any recommendation resulting from a complaint is appropriate and fair;
- Any decision resulting from a complaint is implemented

The following outlines the NYP procedure for resolving Informal/Formal grievances or complaints regarding breach in “code of conduct” by club member.

- Submit complaint in writing to a member of the NYP committee. Include specific details of the complaint including the substance of the allegation(s) describing dates, times and places as to when and where events occurred and the identification of the person(s) involved including witnesses; outcomes sought by the employee; any previous attempts which have been made to resolve the matter (informal resolution);
- Upon receipt of a written complaint, NYP WPC will appoint a review officer to investigate the complaint.
- The nominated Committee member will convey the allegation or particulars of the complaint to the person (respondent) against which the complaint is made in writing. The respondent should, upon being served with the particulars of the complaint, be provided the opportunity to respond in writing (to the appointed representative) to the allegations raised. This step is taken at the discretion of the nominated committee member.
- Once in receipt of the written submission made by both parties, the complaint will be investigated. The investigation may involve interviewing and taking statements from both parties, and any nominated witnesses. The nominated review officer must provide the NYP Committee with a report of the outcome or findings, determination and recommendations if appropriate to do so.
- The outcomes from the completed investigation may include mediation, which is to be facilitated by an independent mediator. Mediation is to be conducted so that the parties are brought together with the Review Officer and each party is allowed to have their say to one

another. The Review officer also indicates his/her views as found. A record of any resolution is in writing and a report is provided to the Review Officer of the outcome.

- Once report has been submitted at the NYP Committee's discretion parties involved will be provided with a summary of the findings made. The Committee will then consider the recommendations and determine the appropriate action to be taken; and arrange to implement the actions as appropriate.