



Langwarrin Wildcats Basketball Club Grievance Policy

1. Purpose

The Langwarrin Wildcats Basketball Club (hereafter referred to as “the Club”) is committed to providing a respectful, inclusive, and supportive environment for all players, coaches, carers, officials, and supporters. This policy outlines the process to be followed when a concern or grievance arises within the Club community.

2. Scope

This policy applies to all members of the Club including players, parents/carers, coaches, team managers, officials, and supporters.

3. Guiding Principles

- All grievances will be taken seriously and handled with respect, confidentiality, and fairness.
- Wherever possible, grievances should be resolved informally and locally.
- The process aims to be timely, impartial, and supportive to all parties involved.

4. Grievance Procedure

Step 1: Local Resolution (Team Level)

In the first instance, individuals are encouraged to address their concerns directly and informally with the person(s) involved. This could include speaking with the coach, team manager, or another appropriate team representative. Often, misunderstandings or issues can be resolved quickly and effectively at this level.

Step 2: Escalation to Club Committee

If the issue cannot be resolved within the team environment, or if it is not appropriate to address it informally, the concern should be escalated to the Club Committee in writing. The written grievance should include:

- A clear description of the issue
- Names of those involved
- Steps already taken to resolve the issue
- The outcome being sought

Submissions can be sent directly to the Club President at the following email
langywildcatsrego@gmail.com

Step 3: Committee Review

Upon receipt, the Club Committee will review the grievance and may take the following steps:

- Acknowledge receipt of the grievance
- Investigate the matter, which may involve discussions with the parties involved

- Attempt mediation where appropriate
- Determine and communicate any actions or decisions to resolve the issue within 2 weeks of receiving the grievance. If further time is required then all parties will be notified.

NOTE: The Executive Committee has the power to outlay the final verdict they see appropriate regardless of the recipient(s) willingness to accept the outcome.

Step 4. Confidentiality

All grievance matters will be kept confidential and only shared with those directly involved in the resolution process. Retaliation against any person raising a grievance in good faith will not be tolerated.

Step 5. Outside Scope

The Langwarrin Wildcats Basketball Club will not, under any circumstances, involve itself in mediating or resolving matters that fall outside the scope of basketball related activities within the Club. This includes, but is not limited to, issues arising from social media interactions, school related incidents, grievances stemming from other sporting clubs or associations, or disputes of a personal, social, or community nature. Such matters are considered outside the Club's jurisdiction and should be addressed through the appropriate external channels or authorities. The Club's grievance process is strictly limited to concerns directly related to participation, conduct, or administration within the Langwarrin Wildcats Basketball Club environment.

Step 6. Review

This policy will be reviewed annually or as required to ensure its effectiveness and compliance with relevant regulations and best practices.