



CONFLICT RESOLUTION & GRIEVANCE POLICY

Our commitment

JPFNC acknowledges that conflict and grievances may occur and is aware that conflict can arise from differences in regards to needs, values, expectations and motivations of players, supporters and caregivers. As a club we believe that conflict is not a problem in itself, but how it is handled.

JPFNC recognises the importance of dealing with grievances, disputes and complaints seriously, fairly and quickly in a confidential and professional manner.

All issues regardless of who involved should be addressed promptly in a professional manner and contained to the relevant people so to not affect other people, other grades or the club as a whole.

Club Responsibilities:

- JPFNC Committee aims to be aware of conflicts and grievance and treat all issues as "legitimate" and then move to assess their merit.
- JPFNC Committee will assess the issue by speaking with relevant parties and seeking feedback and further information.
- JPFNC will decide what should be done, make a plan and carry out relevant actions to improve the situation.
- JPFNC President and/or nominee will act as mediator when required between two parties.
- JPFNC President and/or nominee will refer a selection grievance to the Selection Committee and will assist to resolve the issue.
- If the grievance remains unresolved the issue may be raised at the JPFNC Committee meetings in a confidential manner if the President and/or nominee deems appropriate where necessarily action will be taken.

Player/Guardian Responsibilities:

- The coach is the first person to approach if a player is unhappy with any situation related to selection, time on court/field, or position. This approach should be courteous and polite. Any abusive communications will not be tolerated.
- If the grievance is with a team mate, contact the coach to address the issue amicably.
- If the player feels that their concern has not been addressed, the player may contact the President for further guidance/support, whereby the President may act as a mediator between the player and the relevant coach
- Other grievances with a coach, umpire or the club in general should be addressed to the President verbally or in writing (in a clear and factual manner).
- If still not satisfied, you may then approach the committee formally in writing by letter or by email.
- The person reporting the issue to the President (or nominated person) will be provided with feedback, support with mediator if required and a plan developed aiming to improve the situation or the correct procedures explained and enforced.

- If you feel the issue is unresolved and you have exhausted all avenues above, please contact the Netball SA or SANFL Member Protection Information Officer.
- At no time, should a parent / guardian engage in any defamatory or other similar conduct through email, social media (e.g. facebook) or similar.

Coach's Responsibilities

- Coaches should discuss issues with players in a friendly and non-confronting way.
- If a player is unhappy with the position or team selected in, an explanation on why that decision has been made and feedback given on how they could meet their goals.
- Unresolved issues between coaches will be addressed by the President (or nominated person) at the selection meeting, between the relevant parties or individually where a plan will be developed or the correct procedures will be explained and enforced. All parties will have the opportunity to express their views.

Non Compliance

If any part of the Code of Conduct is breached, disciplinary action may follow;

This can include:

- The imposition of a fine;
- Suspension of my membership with the Jamestown Peterborough Football and Netball Club;
- I may be banned from attending Jamestown Peterborough Football and Netball Club games and functions for a period of time as determined by the committee;
- Expulsion from playing, coaching or being involved in the club in any official or unofficial capacity

These penalties are at the sole discretion of the JPFNC Committee