



Grievance Policy

Purpose:

This policy provides CADBA members with a guide as to how we deal with related problems, concerns or complaints within all programs. The objective of this policy is to also ensure consistent and equitable treatment of all parties.

Definitions:

Grievance: A grievance is any type of problem, concern or complaint related to a CADBA program. A grievance may be about any act, omission, situation or decision that you think is unfair, discriminatory or unjustified.

Victimization: Victimization occurs when someone is treated in an adverse manner or is threatened to be treated in an adverse manner because they have made a complaint, threatened to make a complaint or is supporting someone who has made a complaint.

Member Protection:

This Policy guarantees to be:

- **CONFIDENTIAL** - Only the people directly involved in making or investigating a complaint will have access to information about the complaint.
- **IMPARTIAL** - Both sides will have a chance to tell their side of the story. No assumptions will be made and no action taken until all relevant information has been collected and considered.
- **FREE FROM PERSECUTION** - No action will be taken against anyone for making a complaint or supporting a complaint made by another person. CADBA will take all necessary steps to ensure that no victimization occurs against anyone who makes a complaint, but action may be taken in respect of any vexatious or malicious complaint.
- **TIMELY** - All complaints will be dealt with as quickly as possible. We aim to address all complaints within 1 week if at all possible.



Procedure:

Please follow the procedural steps below if you believe you have a legitimate grievance as defined above. Be reminded that all people involved CADBA programs are entitled to participate in an environment that is safe and free from harassment, discrimination, bullying, victimization and vilification.

- STEP 1 – If you feel comfortable, try to resolve the grievance directly with the person involved.
- STEP 2 – If step 1 doesn't work, or you feel that you cannot resolve it directly yourself, speak to your team manager or coach (where appropriate).
- STEP 3 – If speaking to your team manager or coach is not possible for any reason, or you have not been able to resolve your grievance, you should elevate your concern to the Director of Coaching and or the General Manager.
- STEP 4 – As a last resort, and only after all other options have been explored, if you believe your grievance has not been adequately addressed, please direct your concerns in writing to the Committee. Secretary@chelseabasketball.com.au