



Version 1.0 Effective Date: September 2022

Policy

Grievance Policy

1. Purpose

The Golden Grove Central Districts Baseball Club Grievance Policy provides members an efficient & effective means by which to objectively resolve grievances. Where possible, grievances should be resolved informally and locally with the approach of negotiation and conciliation.

If there is a grievance about any Policies or the Constitution and Bylaws of the GGCD it will not be dealt with through this process.

2. Roles and Responsibilities

Position Title: GGCD Board

- Act in a confidential manner.
- Act respectful and without prejudice.
- Provide representation to thee
- Provide support to the Player Advocate and all parties involved.
- Manage outcomes of any grievance should it be required.
- Uphold the Constitution, Bylaws and Codes Of Conduct.
- Record and safely store all written documents relating to the grievance in a secure and confidential manner.
- Deal with grievances in a timely manner.

Position Title: Player Advocate

- Act in a confidential manner.
- Act respectful and without prejudice.
- Report any grievance to the Executive Committee that can affect the image or integrity of the Club or cannot be resolved between themselves and a complainant.
- Deal with grievances in a timely manner.



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Position Title: Coaches and Managers

- Act in a confidential manner
- Act respectful and without prejudice.
- Report to the Player Advocate any grievance that can affect the image or integrity of the Club or cannot be resolved between themselves and a complainant.
- Deal with grievances in a timely manner.

Position Title: Players and Parents

- Act in a confidential manner
- Act respectful and without prejudice.

3. Procedure Details

A grievance shall not challenge a coaching decision. A coaching decision means all discretionary decisions not mandated by a specific rule governing league play, including, but not limited to, any decision concerning position assignments or baseball strategy and tactics.

The Golden Grove Central Districts Baseball Club will use a three level approach in managing grievances.

If an individual has a grievance they should;

- 1) First attempt to resolve any issues by raising their grievance with the relevant Coach or Team Manager.
- 2) If this is unsuccessful or the individual is unhappy with the outcome, they should escalate the matter to the club's Player Advocate. The Player Advocate will coordinate responses and actions with the relevant Operations Manager.
- 3) Where the Player Advocate has been unsuccessful or the individual is unhappy with the outcome, they then should submit a Notice of Grievance Form to the Board. . All Notice of Grievance Forms will be reviewed by the Board.. If more than one person has a similar grievance, they each must fill in the Notice of Grievance Form in order for it to be considered.

Group Grievances will not be accepted.

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3.1 Grievance Escalation

In the case where a grievance is needing to be escalated by the Player Advocate, any decision or outcomes will be made by all Board Members who are present at the next available Board meeting. The Chairperson and the relevant Operations Manager will be required to have input into any outcomes. If any member of the Board is a party or witness to the grievance, they will be removed from any decision or outcome.

The Board shall:

- 1) Provide the party subject to the grievance with a copy of it and provide that party with an opportunity to respond to the grievant allegations using the Club Notice of Grievance Form;
- 2) Speak to all parties and identified witnesses concerning the incident giving rise to the grievance. The Board may require witnesses to complete and submit a Club Notice of Grievance Form;
- 3) Endeavor to resolve and rule on the grievance within fourteen (14) days of its submission.

If the grievance raises a question concerning the physical safety of participants, the Board may initiate a more expedient process for resolving the grievance.

The Board shall keep grievances and documents submitted in connection with them, confidential to the Club, the parties, and the witnesses.

The Board resolving and ruling upon a grievance shall be final and shall be communicated in writing to the parties.

The Board shall have the authority to take appropriate disciplinary action as per the Constitution and Bylaws of the Club at the completion of the grievance-review process, if a violation of the Club Policies or Code of Conduct has occurred.

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4. Vexatious, Frivolous or Improper Grievances

While the majority of grievances are motivated by genuine concern about perceived or actual inappropriate or unfair behavior or actions, on some occasions a grievance may be vexatious, frivolous or improper. A vexatious, frivolous or improper grievance is one which has the ability to harass or annoy, to cause delay or detriment, or is for any other improper purpose. Any grievance that is found to be vexatious, frivolous or improper may constitute grounds for disciplinary action under the Constitution and Bylaws of the Club.

