



Eastern Suburbs Rugby Union Football Club Inc

ABN 37 323 098 795

62a Bounty Street, Warrane TAS 7018

(North Warrane Oval)

P O Box 217, Rosny Park TAS 7018

Club House Telephone: 6244-2193

www.eastrugby.club



GRIEVANCE POLICY

1. Purpose of this policy

The purpose of this policy is to:

- Encourage Club members, guests and users of club facilities to behave in a way that meets the standards expected by the Club;
- Protect the reputation of the Club; and
- Ensure that every person using Club facilities, attending Club events or otherwise engaging in Club business are provided an environment in which they feel safe, supported and free from abuse, violence, harassment and discrimination.

2. Scope of this policy

This policy applies to behaviour which takes place on Club premises, in Club forums, during Club events or while a person is representing the Club to the community.

Unacceptable behaviour is covered the Club's Code of Conduct, however this policy may apply to behaviour that is not covered by the Code of Conduct but which is considered by a reasonable person to be abusive, violent, harassing or discriminatory or otherwise not of an acceptable standard.

Complainant—Any person may make a complaint if they have been affected by unacceptable behaviour of the respondent, if that behaviour is within the scope of this policy.

Respondent—Any person may be a respondent to a complaint if they engage in unacceptable behaviour within the scope of this policy.

3. Grievance Contact Officers

The Committee will appoint one or more Grievance Contact Officers whose role is to receive complaints and ensure they are handled in accordance with this policy.

A Grievance Contact Officer must:

- be a member of the Club;
- read and understand this policy, and refer to it as necessary;
- undertake whatever training the Committee deems necessary to fulfil their role; and
- avoid actual or perceived conflicts of interest.



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4. Making a complaint

- Complaints under this policy may be made verbally or in writing.
- It is the responsibility of every Club member, on receipt of a complaint, to encourage the complainant to make their complaint to a Grievance Contact Officer.

5. Complaint Handling Procedure

On receipt of a complaint the Grievance Contact Officer must:

- a. Make a detailed written record of the complaint, if one isn't already provided by the complainant.
- b. Notify the Committee of the complaint as soon as practicable.
- c. Convey the complaint to the respondent within 48 hours of the complaint being made.
- d. Invite the complainant and respondent to a meeting held within 7 days of the complaint being made. The complainant and respondent may each be accompanied by one person to provide support.
- e. Invite the respondent to provide a written response to the complaint before or at the meeting.
- f. At the meeting, listen to and record the arguments of the respondent and complainant.
- g. As soon as practicable following the meeting, provide all evidence gathered to the Committee.

The Committee, on receipt of the evidence must:

- a. Determine if the complaint, on the balance of probabilities, is made out.
- b. If the complaint is made out, determine an appropriate penalty.
- c. Communicate their decision in writing to both the respondent and the complainant.

If complaints relate to more than one alleged incident, are made by more than one complainant, or have more than one respondent, a Grievance Contact Officer may treat them as the same complaint where they are satisfied it is appropriate to do so.

Complainants are encouraged, where possible, to resolve their grievances informally before engaging in a formal process.

The complaints handling procedure may be stopped by the Grievance Contact Officer at any time before the Committee makes a determination if:

- The complainant and respondent agree to a resolution;
- The complainant withdraws the complaint;
- The Grievance Contact Officer considers the complaint to be frivolous or vexatious.

Any decision by a Grievance Contact Officer to stop the complaints handling procedure must be communicated in writing to the complainant and respondent, and notified to the Committee.



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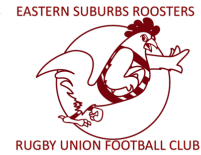
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6. Penalties

Penalties for a grievance may include any of the following:

- A written warning;
- A written reprimand;
- Requiring a written apology to the complainant, with the Committee reserving the right to apply further penalties should the respondent refuse to comply;
- Being banned from the use of certain club facilities for whatever duration the Committee considers appropriate (including an indefinite ban);
- Being banned from attending certain club events;
- Suspension of club membership—or in the case of a non-member, suspension of the right to membership—for whatever duration the Committee considers appropriate;
- Expulsion from membership of the club subject to the provisions of Rule 25 of the Rules of the Association;
- Suspension of a member from their position as an officer, committee member, official, volunteer or coach for whatever duration the Committee considers appropriate (including indefinite suspension); and
- Suspension of a player from representing the club at whatever number of matches the Committee considers appropriate.

In considering what penalty to apply, the Committee will give consideration to:

- The seriousness of the offence;
- The penalties applied for similar past offences;
- The impact of the offence on the complainant;
- Whether the respondent has shown genuine remorse for their behaviour; and
- The past grievances found to be made out against the respondent (a record of grievances and penalties will be made for this purpose).

7. Referral to external authorities

In considering a complaint, a Grievance Contact Officer may refer the complaint to external authorities as appropriate such as the Anti-Discrimination Commission, or encourage the complainant to do so.

The Grievance Contact Officer must immediately refer any behaviour to Tasmania Police if they suspect a crime has been committed.

The Grievance Contact Officer may suspend the complaint handling process pending the outcome of consideration by an external authority, including a court of law. They must notify the Committee as soon as practicable of the complaint and their decision to suspend the complaint handling process. The Committee will review the Grievance Contact Officer's decision to suspend the complaint handling process at its next scheduled meeting.



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8. Conflicts of interest

A Grievance Contact Officer must refer a complaint to another Grievance Contact Officer if they have a real or perceived conflict of interest.

Any Committee member with a real or perceived conflict of interest in a complaint should declare their conflict as soon as practicable and absent themselves from the Committee meeting while the complaint is being considered.

A conflict of interest is considered to arise when the Grievance Contact Officer or Committee member is a party to the complaint in question, but is not limited to these circumstances.

9. Providing the Grievance Policy to members

A copy of this policy will be provided to:

- All existing Club members on adoption of the policy; and
- All new Club members on becoming a member.

A copy will also be kept on display at the Club's premises.