

Grievance Policy

1. Background and Scope

This Policy has been developed to assist in the reporting and resolving of grievances in cases where early resolution is not possible. This policy applies to FISAF Australia staff, officials, judges, other FISAF Australia members (coaches and athletes) and spectators.

2. Definitions

Grievance means any type of problem, concern, dispute or complaint related to FISAF Australia activity, which cannot be resolved through normal channels of communication.

While a majority of grievances can be resolved relatively quickly through telephone, email and face-to-face meetings, some grievances involve more complex matters requiring further investigation, negotiation and disciplinary action.

Some examples of types of grievances that may occur are discriminatory behaviour/practices, sexual, racial, or any other form of harassment, any act that poses a safety concern to any person present at an event, and breaches to any of FISAF Australia's policies and/or the Code of Conduct.

Management Team means the Director, the Sport Development Manager, Administration & Events Manager and Officials & Committee Manager.

Executive Committee means the Committee Chairperson and four elected committee members that represent Queensland, New South Wales, South Australia and Victoria. In situations that involve international athletes or matters, this may also include the FISAF Australia International Representative for consultation purposes only.

3. Principles

The behaviour of all FISAF Australia members, staff, officials and spectators, should reflect the values of respect, impartiality, honesty and integrity.

FISAF Australia's Code of Conduct and other policies establish the expectation of appropriate personal and professional behaviour, and deviation from these may represent grounds for disciplinary action.

4. Objectives

The objective of this policy is to:

- Ensure that grievances are heard promptly and resolved fairly and appropriately, through negotiation and discussion between the relevant parties.
- Provide protection of the rights of all parties involved including confidentiality.
- Provide a clear process of how grievances are handled by FISAF Australia.

5. Grievance Procedure

All grievances should be directed to FISAF Australia via email to admin@fisafaustalia.com.au.

Upon notification of a grievance, FISAF Australia will:

1. Check all the facts with the notifying party regarding the grievance.
2. Take all responsible steps to resolve the grievance between the parties involved, as close to the source as possible (e.g. head judge, coach, club manager etc.).

3. Ensure that all reasonable steps have been taken so that discussions and information concerning the grievance is treated confidentially.
4. Ensure that each grievance is treated seriously, and with sensitivity. It is understood that individual perceptions of a situation may vary, and take this possibility into account in the process of dealing with the discussions and resolutions.
5. Be aware of grievances that may indicate repeated incidents (e.g. harassment), which may constitute a more serious type of grievance.
6. Discuss a range of resolution options available to the parties involved in the grievance.
7. If the FISAF Australia Management Team is unable to resolve the grievance, the grievance along all due diligence undertaken up to that point will be presented to the Executive Committee for consideration. The Executive Committee's role is to internally consider all available information, and make recommendations to the Director concerning changes in FISAF Australia policy arising out of disputes.