

Grievance Procedure Policy for NSWAFUA Sydney Umpires

1. Purpose

The NSWAFUA is committed to providing a supportive environment where volunteers feel respected and valued. This grievance procedure policy outlines the steps volunteers can take to address concerns or issues they may encounter while volunteering with us.

2. Scope

This policy applies to all Life Members, Committee, Paid Members, Associate members and volunteers associated with NSWAFUA.

3. Policy Statement

The NSWAFUA aims to resolve grievances promptly, fairly, and consistently. We encourage open communication and aim to address any issues at the earliest possible stage.

4. Grievance Procedure

4.1 Informal Resolution

- **Step 1:** A person making a complaint is encouraged to discuss any concerns or issues directly with the person involved, if they feel comfortable doing so.
- **Step 2:** If a person making a complaint does not feel comfortable addressing the issue directly, or if the issue remains unresolved, they should contact the Association's grievance officer
- **Step 3:** If a person making a complaint is not comfortable with the steps 1 or 2 they can make a complaint via the Association's website

4.2 Formal Resolution

If the issue is not resolved through informal resolution, or if the person making a complaint prefers to use the formal process from the outset, the following steps should be taken:

- **Step 1: Written Complaint**
 - The person making a complaint should submit a written complaint via the steps listed above. The complaint should include:
 - A detailed description of the grievance
 - Any relevant dates, times, and locations
 - Names of any witnesses
 - Any relevant documents or evidence
- **Step 2: Acknowledgment**
 - The designated grievance officer will acknowledge receipt of the written complaint within a reasonable time period.

- **Step 3: Investigation**

- ○ An impartial investigation will be conducted. This may involve interviews with the complainant, the person against whom the grievance is made, and any witnesses.
 - The investigation should be completed within a reasonable time period where possible.
- **Step 4: Resolution** ○ Following the investigation, a meeting will be arranged with the complainant to discuss the findings and any proposed actions. ○ The outcome of the grievance will be communicated in writing to the complainant.

4.3 Appeal • If the volunteer is not satisfied with the outcome, they may appeal the decision. The appeal must be submitted in writing to the President or Vice President or a designated committee member within 7 days of receiving the outcome.

- The appeal will be reviewed by an impartial panel, and a final decision will be communicated in writing within 14 days.

5. Confidentiality

All grievances will be handled with the utmost confidentiality. Information will only be shared with individuals directly involved in the investigation and resolution process.

6. No Retaliation

The NSWAFUA strictly prohibits retaliation against any volunteer who raises a grievance in good faith. Any form of retaliation will be subject to disciplinary action.

7. Documentation

All records of grievances, investigations, and resolutions will be kept in a secure and confidential manner.

8. Review and Monitoring

This policy will be reviewed regularly to ensure its effectiveness and compliance with applicable laws. Feedback from volunteers and stakeholders will be considered in making any necessary revisions.

9. Communication

This policy will be communicated to all volunteers and will be included in the volunteer handbook. It will also be made available on the organization's website and other accessible platforms.

For further information or clarification on this policy, please contact the grievance officer or secretary of the Association.

Approved by: Damian Anderson, President

Effective Date: 1st March 2025

Review Date: 28th February 2027