



<p>MURDOCH UNIVERSITY VOLLEYBALL CLUB GRIEVANCES AND COMPLAINTS POLICY</p>	Version number: 2
	Approved by: Justine Ross (President)
	Date: 12 January 2026
	Effective date: 13 January 2026
	Next review date: 13 January 2028
	Policy owner: Murdoch University Volleyball Club

1. DEFINITIONS

1.1 In the *Murdoch University Volleyball Club (MUVC) Grievances and Complaints Policy* [the Policy], unless the contrary intention appears:

1.1.1 **Athletes** refers to any person who has signed the *Player Code of Conduct and Agreement* for the specific calendar year, who intends or who has competed for MUVC in the Western Australian Volleyball League (WAFL), during that corresponding calendar year.

1.1.2 **Club Member** refers to any person who is associated with MUVC as an assistant or lead coach, paid or unpaid referee, Committee Member, and/or Athlete - including Athletes within the Gilmore College Junior League Teams. Spectators and supporters are not considered to be Club Members within this definition.

1.1.3 **Coach** refers to any lead or assistant coach who acts under the advice, direction, and/or leadership of the Head Coach; who may be responsible for the training, safety and wellbeing of any specific team and/or Athlete, or who acts within a leadership position, over other Athletes, or Club Members, including junior Club Members.

1.1.4 **Committee Member** refers to any persons who have been elected or voted into the MUVC committee by a majority of votes.

1.1.5 **Committee Position** refers to any position on the MUVC committee which includes but is not limited to President, Vice President, Secretary, Treasurer, Head Coach, Head Referee, Head of Marketing, Marketing Assistant, Events Coordinator, Socials Coordinator, and Ordinary Committee Member.

1.1.6 **Complainant** refers to any person who has initiated the procedures contained herein, having been the aggrieved person that has raised any grievance and/or made a complaint against any other person and/or association.



- 1.1.7 **Respondent** refers to any person and/or association who the Complainant has raised any grievance or complaint against, pursuant to the procedures contained herein.
- 1.1.8 **Senior Committee Members** refers to any combination of the following committee members including the President, Vice President, Secretary, Treasurer, and the Head Coach.

2. PURPOSE

- 2.1 To ensure that any and all grievances and/or complaints raised by Club Members (including Committee Members and Senior Committee Members), volunteers, stakeholders and/or community members, are dealt with in a prompt and equitable manner.

3. POLICY STATEMENT

- 3.1 It is recognised that Club Members will from time to time, have grievances or complaints that need to be resolved in the interest of maintaining good relationships. MUVC believes that:
 - 3.1.1 Everyone has the right to have their grievances receive careful consideration through established processes that are timely, and based on fairness and respect;
 - 3.1.2 The best resolution is one that is reached cooperatively and informally where possible, prior to a formal complaint being lodged in writing;
 - 3.1.3 Any person who makes a complaint or airs a grievance will not be disadvantaged in any way as a direct result; and,
 - 3.1.4 Where a formal complaint is received by the MUVC Committee, it will be considered in a timely and confidential manner and documented together with the appropriate steps towards resolution.

4. AIMS

- 4.1 MUVC values inclusivity, integrity, loyalty, and making the needs and wellbeing of its members its first priority.
- 4.2 MUVC aims to promote its values through fair and equitable conflict resolution practices; all Committee Members will act in accordance with the values and priorities listed in Provision 4.1.

5. AMENDMENTS



- 5.1 Any amendments made to the Policy must be signed and approved by the MUVC President and/or Vice-President.
- 5.2 Any amendments made must be tracked and recorded in a separate schedule, including the date, amendment made, and reason for that amendment.

6. PROCEDURES

6.1 Steps to Making a Complaint / Achieving Resolution

- 6.1.1 The Complainant should follow the steps to making a complaint and achieving a sustainable resolution as outlined below:
 - 6.1.1.1 Speak to the Respondent and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions with them that both people can agree upon.
 - 6.1.1.2 Speak to the Coach of that team, inform them of the situation and any prior discussion/s that have been had already with the Respondent.
 - 6.1.1.3 Speak to the MUVC Chaplain and Member Protection/Child Safeguarding Officer for advice on possible solutions and/or intervention.
 - 6.1.1.4 Make a formal complaint in writing to the MUVC Committee.
 - 6.1.1.5 Seek independent arbitration if a suitable resolution cannot be reached.
 - 6.1.1.6 Refer the complaint to the Equal Opportunities Commission, the Industrial Relations Commission or relevant body.

6.2 Seeking Resolution

- 6.2.1 Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

6.3 Formal Complaint Procedure

- 6.3.1 Any Complainant who chooses to make their grievance or complaint formal, must do so in writing to the MUVC Committee.
 - 6.3.1.1 Once a formal complaint has been received by the Chaplain and Member Protection/Child Safeguarding Officer, it will be referred to the President (unless the complaint is pertaining to the President, in this case, it will be referred to the Vice-President) for discussion and recording.
 - 6.3.1.2 Contact will be made with the Complainant within 14 days of the receipt of the complaint.



- 6.3.1.3 An informal meeting between the Complainant and Respondent will be conducted in the presence of two or more Senior Committee Members. If the parties are unable to resolve the dispute at the time of meeting, or if one party fails to attend that meeting, then both parties must, within 10 days after the initial meeting, hold another meeting in the presence of a mediator.
- 6.3.1.4 If the grievance is substantiated and still unresolved, the matter will be referred to the next Committee Meeting or if deemed more urgent, a Special Meeting will be called. This may also require the Complainant and Respondent to attend the meeting.
- 6.3.1.5 The Complainant and Respondent will be informed of the Committee's decision in writing.
- 6.3.1.6 If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.
- 6.3.1.7 If the grievance remains unresolved, the matter should be referred to the relevant body/Commission dependant upon the nature of the Complaint.
- 6.3.1.8 The Complainant may seek the assistance of an agent throughout this process.

7. APPEALS POLICY AND PROCEDURE

- 7.1 If any MUVC members (including members of the Committee), volunteers, stakeholders and/or community members, wishes to appeal any of the provisions outlined in this Policy, please refer all appeals and complaints to the Chaplain and Member Protection/Child Safeguarding Officer and/or the President and/or the Vice-President.

8. CONFIDENTIALITY AND MEMBER PROTECTION

- 8.1 The names and circumstances of the Complainant and the Respondent, and any other associated third parties, are to be kept confidential between MUVC Senior Committee Members, unless the nature of the complaint has an effect on the community at large.
- 8.2 In the event that the grievance and/or complaint will have or is likely to have an effect on the community at large, the Committee will handle all communications with the public, Volleyball WA, and the Police in a professional manner, and in a manner that maintains as much confidentiality as is possible given the circumstances.
- 8.3 All Club Members are protected by the *Murdoch University Volleyball Club - Member Protection Policy Statement (2022)*, whereby any breaches of the Policy are to be reported to the Chaplain and Member Protection/Child Safeguarding Officer and/or the President and/or the Vice-President within 14 days of the alleged breach.