

In accordance with Rule 34.1 of the Netball Australia Constitution, the following policy is adopted by the Netball Australia Board.

**1. Grievance Policy**

This Grievance Policy sets out the procedure for dealing with grievance matters under Rule 13.1 of the Netball Australia Constitution between a:

- 1.1 Member and another Member;
- 1.2 Member and Netball Australia;
- 1.3 Member Organisation and Netball Australia.

**2. Grievance Matters**

Disputes that may be dealt with in accordance with this policy are those disputes that relate to:

- 2.1 Grievances by any Member who feels aggrieved by a decision or action of Netball Australia, a Member Organisation or Affiliate;
- 2.2 Disputes between Members relating to the conduct or administration of netball; and
- 2.3 Disputes under a provision of the Constitution or policies of Netball Australia.

**3. Disciplinary Procedure Matters**

A Member must not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure until the disciplinary procedure has been completed.

**4. Member Protection Matters**

This policy does not apply to any incident or matter to which the Netball Australia Member Protection Policy applies. Any member protection related matter should be dealt with in accordance with the Netball Australia Member Protection Policy.

**5. Procedure**

The following steps may be taken to assist in the resolution of a grievance or complaint:

- 5.1 At first instance, the parties to a dispute must attempt to resolve the dispute between themselves within 14 days of the dispute coming to the attention of each party.
- 5.2 If the parties to a dispute are unable to resolve the dispute between themselves within 14 days, the parties may within 10 days notify Netball Australia of the dispute in writing to the Netball Australia CEO; and
- 5.3 Agree to or request the appointment of a mediator; and attempt in good faith to settle the dispute by mediation. If the mediation process does not resolve the dispute, the parties may seek to resolve the dispute otherwise at law.

## 6. Mediation

The mediator must be:

- 6.1 a person chosen by agreement between the parties; or
- 6.2 in the absence of agreement:
  - 6.2.1 if the dispute is between a Member and another Member – a person appointed by Netball Australia; or
  - 6.2.2 if the dispute is between a Member and the Board or Netball Australia – a person appointed or employed by LEADR/ IAMA.
- 6.3 A mediator appointed by Netball Australia may be a Member or former Member but may not be a person who:
  - 6.3.1 has a personal interest in the dispute; or
  - 6.3.2 is biased in favour of or against any party.
- 6.4 The mediator must not determine the dispute.

### Related Documents

- Netball Australia Constitution
- Netball Australia Disciplinary Policy
- Netball Australia Member Protection Policy
- Netball Australia National Codes of Behaviour