

Normanville Surf Lifesaving Club Grievance Procedure



Normanville Surf Lifesaving Club believes that all members have the right to be treated fairly and with respect, recognising that members are from a diverse range of backgrounds and age groups.

We also recognise at times people have different opinions and beliefs on what members and/or the club should be doing or how it should be done. Surf Life Saving (SLS) provide training, policies, guidelines and Codes of Conduct that provide all Surf Lifesavers with a structure and framework that members can operate within.

Surf Life Saving (SLS) has a common set of values that drive all of our conduct and behaviour:

- **Integrity and Respect:** recognises the contribution that members make to SLS, treating them with dignity and consideration, as well as caring for the property and equipment they use.
- **Fairness** should be employed in decision making out of respect to all.
- **Teamwork:** Collaboration and working together to achieve outcomes and resolve issues. Supporting one another on and off the beach is essential.
- **Fun and Enjoyment:** SLS should be enjoyable for all those participating in it. Efforts should be recognised and rewarded so as to fuel the passion for everyone in SLS and have fun along the way.
- **Excellence:** SLS strive for best practice in everything they do – seeking the highest of standards in order to achieve the best possible for themselves, their Club and SLS (Member Protection Policy 6.05 SLS Values. Page5)

A grievance means any type of problem, concern or complaint about your involvement or the environment you are involved in. For example, you could have a grievance about:

- Development and training availability;
- How an issues has been handled
- The club environment;
- Safety in the workplace;
- The treatment by an official or officer
- Discrimination; or
- Harassment.

Summary

When a Member of the Club has a grievance with another Member or with the Club and that Member considers the grievance warrants investigation and action by the Club there needs to be a consistent process that members are aware of and feel confident that the matter will be handled confidentially and unbiased.

There is a formal set procedure that the Member can follow in the situation where the issue has not been resolved by both parties. The Grievance Officers elected by the Board are the first point of contact. Members are to be assured that the complaint/grievance shall be handled with:

- Confidentiality, impartiality, respect and free of repercussions or victimisation.
- Accusations of child abuse or harm must be **lodged as a report and not a formal complaint**.

The whole process should be handled with respect acknowledging that all complaints and grievances will be listened to and processed accordingly to the nature of the complaint/grievance.

The Board of Management shall appoint two Grievance Officers (Female/Male) for a two year period, who will be placed on the Surfguard Officers List for SLSA/SA to contact, should the complaint be lodged with SLSSA, and that it is deemed necessary to address matters that it has been presented.

The first step in conflict is to clearly identify the issue and if deemed appropriate by the Grievance Officer, to commence an informal review between both parties involved that addresses the issue(s) to the satisfaction of all involved.

Surfguard

The Board of Management shall update their Surfguard Officers List annually so that the officer can be notified (via email from SLSSA/A) if a grievance has been made against the club and /or club member.

The Grievance Officer can access the grievance through their members area and go to forms. Only Grievance Officers **listed on Surfguard can view these grievances**.

Grievance Process and Procedure

Child Protection

“Any grievance relating to Child Abuse must be lodged as a report not a formal complaint.

All other grievances must be lodged under the formal complaints’ procedure. For Formal complaints lodged under this Policy, the Involved Organisation may conduct its own internal investigation (Refer 4.1.1) into the circumstances surrounding the allegation(s).

For any grievance involving a report of child abuse, **the Police or external agency must be notified within 24 hours if the child is at risk of harm or an incident of serious or criminal nature**. The Police or other external agency should be contacted for advice if there is any doubt about whether the report should be reported.

It is not necessary for the person reporting the child abuse to know for sure if the child abuse is happening”.

(See page 5: 6.05 Policy Member Protection for full investigation procedures).

Member Responsibility and Online Complaints Process

The Member shall contact by email or in writing the Club's Grievance Officer, appointed by the Board of Management and advise they have a grievance which they wish to discuss. The identity of the nominated Grievance Officers will be communicated to the whole club by written notice. Where a grievance is to be submitted in writing, it should be addressed clearly to the Grievance Officer and marked "Private and Confidential".

- Members can now lodge a complaint through their Members Area – forms : submit a form.
- SLSSA will contact the club Grievance Officers through Surfguard who can view the grievance in their Members Area.

Grievance Officer Procedure

1.0 Where a grievance has been received by the Grievance Officer they shall, as soon as practicable, meet with, or discuss the grievance with the aggrieved Member. The Grievance Officer may take whatever steps and conduct and whatever investigations necessary to determine whether the grievance is legitimate.

2.0 The Grievance Officer can ask the aggrieved member if they have tried to sort out the problem with the other person, as it may be a simple apology or misinformation that has created the situation. If the person does not feel comfortable approaching the person and/or club then the Grievance Officer shall continue to determine the legitimacy of the conflict.

3.0 Where the Grievance Officer determines the grievance is legitimate, they shall take all responsible steps to assist resolve the grievance.

4.0 Where the Grievance Officer determines the grievance is not legitimate, they shall advise the aggrieved Member accordingly. If the aggrieved member is not satisfied with the Grievance Officers determination, they may take further steps through Surf Life Savings SA's Grievance Officer as per the Constitution.

5.0 Where the Grievance Officer is unable to resolve a grievance or considers the grievance of a very serious nature, they shall report the grievance to the Secretary and/or President for further action.

6.0 All grievances received by the Grievance Officer, and all information surrounding the circumstances of a grievance shall be confidential and may be communicated only to the Secretary and/or President as appropriate.

7.0 All records shall remain confidential and kept in a locked secure area.

8.0 SLS Member Protection Policy 6.05 provides a guide for the Grievance Officer and the aggrieved member.

References

- Surf Life Saving Policy :Member Protection Policy 6.05 October 2016 (Full policy can be seen in Members Area under documents)
- NSLSC Club Constitution