



Hampton Rovers Amateur Football Club (Junior Section)

Grievance Process

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TABLE OF CONTENTS

1	POLICY BACKGROUND.....	1
1.1	This Policy	1
1.2	Issue Types:	1
2	PROCEDURE:	2
2.1	Raising the Issue:	2
2.2	Logging of the Issue:	2
2.3	Meeting to Resolve:	3
2.4	Committee Review:	4
2.5	Issue Resolution:	4
3	GENERAL CONSIDERATIONS:	5

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1 POLICY BACKGROUND

1.1 THIS POLICY

The Hampton Rovers Amateur Football Club (HRAFC) requires that all issues are resolved to the satisfaction of the members and Committee in a timely fashion. Accordingly, this policy and procedure has been developed to enable this objective to be fulfilled. All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the level of involvement for expediting issue resolution.

1.2 ISSUE TYPES:

There are three types of issues that this policy deals with being:

- Issues associated with the implementation of the HRAFC Team Balancing and Placement Policy;
- Issues of a football nature and;
- General Issues associated with day to day running of the HRAFC Junior Section

In general, the aim of this policy is to ensure that these issues are dealt with consistently and expeditiously. Because of the highly emotive nature of the former issues, special consideration is given to the treatment under this policy.

2 PROCEDURE:

2.1 RAISING THE ISSUE:

Any member (or family member) wishing to raise an issue shall be required to identify the nature and detail of the issue, and then raise the issue with:

- The Team Coach or
- The Team Manager (if appointed) or
- If a General or Football Issue, then any member of the Junior Committee;
- If a Team Placement Issue then any member of the Junior Match Committee;

The issue should be communicated in writing - via letter, email or other form of correspondence.

Where possible the person reporting the issue should make suggestions that may resolve the issue and document any discussions held (if applicable) about the issue to date.

2.2 LOGGING OF THE ISSUE:

If the issue cannot be dealt with immediately by the Team Coach or Team Manager, the issue should be forwarded to one of:

- If a General Issue, then the Junior Team Manager Coordinator;
- If a Team Placement issue, then the Junior Match Committee;
- If a General Football issue, then the Junior Vice President Football.

The issue shall be logged by the relevant person with the Junior Committee immediately on receipt so that the entire Committee is aware of the issue.

2.3 MEETING TO RESOLVE:

2.3.1 GENERAL ISSUE:

As soon as possible after an issue has been reported, the Team Manager, Coach and/or Committee Member and the claimant, must meet and try and resolve the issue. This meeting must take place within 7 days of receipt of the issue.

2.3.2 GENERAL FOOTBALL ISSUE:

As soon as possible after an issue has been reported, the Junior Vice President (Football) shall meet with the Coach and/or Team Manager and review the issue as detailed by the member. If the issue can be resolved by that meeting, the member shall be informed of the result, and the issue shall be closed.

If the issue cannot be resolved, the Junior Vice President (Football) shall meet with the member, in an effort to resolve the issue.

In both cases, these meetings must take place within 14 days of reporting of the issue at the most, and ideally should take place within 7 days.

2.3.3 TEAM PLACEMENT ISSUE:

As soon as possible after an issue has been reported, the Junior Match Committee shall meet with the Coach and review the issue as detailed by the member. If the issue can be resolved by that meeting, the member shall be informed of the result, and the issue shall be closed.

If the issue cannot be resolved, the Junior Match Committee shall meet with the member, in an effort to resolve the issue.

In both cases, these meetings must take place within 7 days of reporting of the issue at the most, and ideally should take place within 3 days.

2.4 COMMITTEE REVIEW:

A General Committee meeting should be initiated as soon as practical but within 5-7 days of notification to consider the issue.

In attempting to resolve the issue, all parties should take into account the following factors:

1. The extent of the issue, ie: if it is likely to have a wider effect in the Club
2. The number of players or teams affected
3. Whether appropriate temporary measures are possible or desirable
4. The expected time before the issue can be addressed
5. What resources may be needed to resolve the issue

The Committee shall appoint a single member of the Committee to lead the Issue Resolution process.

2.5 ISSUE RESOLUTION:

The Committee shall at its absolute discretion determine the appropriate method for the resolution of the issue.

Invariably, this shall include:

- Hosting a mediation meeting between the parties to the dispute to determine what common ground can be achieved that will be a suitable compromise for the parties;
- Reviewing options with external parties such as the MSJFL, other nearby clubs or relevant external parties;
- Interviewing relevant members and other Club officials as may be required;
- Any other step that could reasonably be seen to address the issue.

The final decision in reviewing and resolving the issue shall be taken by the Junior Committee at its sole discretion, and shall be communicated to all parties as soon as practical after the decision or resolution is reached.

3 GENERAL CONSIDERATIONS:

1. The consent of the Committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Junior President is authorised to make public statements on behalf of the Junior Section of the Club;
2. The Team Manager and/or Coach may at any time call on Committee Members for assistance;
3. Any football or team related issue reported to the Committee, where the Team Manager and/or Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager/Coach in the first instance;
4. All persons must take reasonable actions to avoid situations that could cause serious injury or harm to health of players, officials or the public. If any hazard is identified the Committee are to be informed as soon as possible.