Kingaroy Rugby League Football Club,

Juniors & Seniors Incorporated

GRIEVANCE PROCEDURE



KINGAROY RUGBY LEAGUE FOOTBALL CLUB, JUNIORS & SENIORS INCORPORATED GRIEVANCE PROCEDURE

1. PURPOSE

Kingaroy Rugby League Football Club, Juniors & Seniors Incorporated is committed to a providing a safe and pleasant environment for our stakeholders. The purpose of this policy is to support this commitment by outlining the club's complaints/grievance handling procedures.

2. COMPLAINTS

Kingaroy Rugby League Football Club, Juniors & Seniors Incorporated takes all complaints about on and off-field behaviour seriously and will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints are taken seriously.
- both the person making the complaint (complainant) and the person the complaint is about (respondent) will be given full details of what is being alleged against them and have reasonable opportunity to respond to those allegations.
- all appropriate measures will be taken to ensure that complainants do not suffer any victimisation or discrimination as a result of raising complaints or grievances in good faith.
- irrelevant matters will not be taken into account.
- decisions will be unbiased.
- any penalties imposed will be reasonable.

More serious complaints may be escalated to our League (South Burnett Rugby League) or Queensland Rugby League.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club may need to report the behaviour to the police and/or relevant government authority.

3. COMPLAINT HANDLING PROCESS

3.2 Self Management

Where possible the complainant is encouraged to resolve the problem directly with the respondent. Self-management of complaints can quickly resolve many lower level and accidental issues.

3.3 Obtaining Information and Support

Complaints are to be received by the President or Support Squad Officer. When a complaint is received by the club, the person receiving the complaint (President, Support Squad Officer) will:

- request that the complaint be submitted in writing (email or letter).
  - President: president@kingaroyredants.com.au
  - Support Squad Member: supportsquad@kingaroyredants.com.au

The president of Support Squad Officer will:

- contact the complainant within 2 business days.
- listen carefully and ask questions to understand the nature and extent of the concern.
- ask the complainant how they would like their concern to be resolved and if they need any support.
- provide the complainant with relevant club policies and guidelines and explain how these relate to the issue/concern.
- explain the different options available to help resolve the complainant's concern.
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve either informal or formal processes.

3.4 Informal Processes:

3.4.1 Provide more information to the Complainant: The club will provide the complainant with the relevant club policies/guidelines/by laws and explain how these relate to the issue/concern. This may be an option if it appears that there is a lack of awareness or the complainant is seeking greater understanding.

3.4.2 Complainant talks with the Respondent: This may be an option if there is little emotion involved, or the complainant is confident and not concerned about victimisation. Consideration should be given to the following:

- where and when the talk takes place (not in front of the team or other parents, not when the other person is busy or distracted).
- Avoid being emotional, avoid personalising concerns - provide clear examples (e.g. who, where, when).
- focus on a solution rather than the problem with the goal to take responsibility to resolve the issue and move forward.

3.4.3 President / Support Squad Member meets with the Respondent: this should be considered if there is a perceived power imbalance between the complainant and respondent, if the behaviour has been observed by the President / Support Squad Member or if the issue can be resolved by clarifying the club's policies or guidelines. Considerations should include:

- speaking privately with the respondent to advise that concerns have been expressed - do not make the discussion personal.
- acknowledging their contribution to Club and position regarding the Club's policies/guidelines to clarify the Club's position on the issue.
- understanding the respondent's perspective of the issues and if they have any ideas to help resolve the problem.
- inquiring if the respondent requires any support to assist them in their role.
- providing feedback to the complainant regarding the outcome and monitoring the situation.

3.4.4 Informal discussion with all parties involved: This option can be successful if the issue is not highly emotive, and it is appropriate for all parties to hear the same message at the same time. Ensure that:

- both parties can meet in private with no distractions and ensure that the dialogue is open and objective with a focus on moving forward rather than laying the blame.
- the Club's policies and guidelines are referenced to provide clarity and direction regarding codes of behaviour, roles and responsibilities.
- both parties offer workable solutions to resolve the issue.
- the situation is monitored to ensure that the problem is resolved.

3.5 Formal Processes:

A formal process may be more appropriate if the issue was not satisfactorily resolved at the informal level, the accusations involve serious allegations, the respondent denies the allegations or there is an identified power imbalance or conflict of interest.

3.5.1 **Mediation:** is a process that allows the people involved in a complaint to talk through the issues with an impartial person (the mediator) and work out a mutually agreeable solution. The Mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he/she helps those involved to talk through the issues and makes sure that the process is as fair as possible for all concerned.

- both parties must be willing to meet with a mediator to try to resolve the issues.
- The President will appoint a mediator to help resolve the complaint. This will be done under the consultation of the Executive Committee and in consultation with the complainant and the respondent.
- All issues raised will be treated confidentially.
- The Executive Committee will monitor the situation and review policies, procedures and guidelines to prevent the problem from reoccurring.

3.5.2 **Local League Disciplinary Tribunal:** In situations where a complaint is referred to the League (South Burnett Rugby League) or Queensland Rugby League association and an investigation is conducted, the club will:

- co-operate fully with the investigation.
- where applicable ensure the complainant is not placed in an unsupervised situation with the respondent(s).
- provide feedback to all parties.

3.5.3 **Referral to Appropriate Authority:** this option is available to the complainant at any time during the complaint process and should be considered if:

- the complaint involves harm to a child
- the issue may be criminal or unlawful
- an external investigation is required
- The Club is unsure or needs to seek further advice

4. VOLUNTEER COMPLIANT PROCESS

The table below is a recommended course of action should a volunteer have a grievance.

TRIGGER	ACTION	RESPONSIBILITY
Volunteer is unable to resolve an issue or grievance informally, or would like assistance/support in order to resolve it	Volunteer to discuss with Club President or Support Squad Member. Request that the complaint be submitted in writing (email or letter). The content of this discussion is confidential however there will be a record that a discussion has occurred in relation to a grievance. This record should be recorded in accordance with the club procedure, refer to section 5.	Volunteer & Club President
Initial discussion results in agreement that the Club President or Support Squad Member will seek to resolve the issue	Club President or Support Squad Member to undertake issue resolution, taking into account both the views of both parties, the club polices and procedures, NRL Code of Conduct and the well-being of the organisation. Club President or Club delegate to record a brief description of the action they have or will take and record in accoundance with the club procedure, refer to section 5.	Club President / Support Squad Member
Issue is resolved satisfactorily	Club President or Support Squad Member to note for the record that the grievance has been resolved.	Club President or Support Squad Member
Issue is not resolved to the satisfaction of the Volunteer	Volunteer to make a formal, written complaint to the President or, if appropriate, the Executive Committee advising the issue has not been resolved to their satisfacton.	Volunteer
Formal complaint received	Determination to be made and advised in writing to the individual within 14 days.	Executive Committee
Formal resolution is not satisfactory to the Volunteer	If the volunteer is not satisfied with the decision of the Executive Committee, they may choose to seek outside assistance.	Volunteer

5. RECORDING OF GRIEVANCE

All grievances must be formally recorded in the club database to ensure accurate record keeping and transparency. Supporting documents, correspondence, and outcomes are to be uploaded and stored securely within TidyHQ's online document storage system. This process ensures that grievances are easily accessible to authorised committee members, properly tracked through to resolution, and retained for future reference in line with club governance requirements

6. Reference documents

- Play By The Rules: https://www.playbytherules.net.au/complaints-handling Part 5: Rules, Regulations and By-Laws of Queensland Rugby Football League Limited Relating to the Establishment and Administration of Tribunals (December 2019
- QRL Positive Evironment Program (PEP)
- NRL Code of Conduct

7. Last revision date

- October 2026