



OCEAN GROVE FOOTBALL NETBALL CLUB - DISPUTE RESOLUTION POLICY AND PROCEDURE

1. INTRODUCTION

The Dispute Resolution Policy and Procedure provides a structured and transparent approach for managing disputes within the Ocean Grove Football Netball Club (“the Club”). It ensures that all concerns are addressed fairly, promptly, and respectfully to maintain positive relationships and uphold the values of the Club.

This procedure applies to all members of the Club, including players, coaches, officials, volunteers, and parents. It does not override applicable legislation or governing body regulations.

2. PURPOSE

The objectives of this policy are to:

- Provide a clear process for resolving disputes within the Club.
 - Promote a culture of respect and constructive communication.
 - Ensure disputes are handled fairly, promptly, and in alignment with the Club’s values and policies.
-

3. SCOPE

This policy applies to disputes that arise:

- Between Club members (e.g., players, coaches, volunteers).
 - Between members and the Club (e.g., disagreements about decisions or policies).
 - Between members and external parties during Club activities.
-

4. PRINCIPLES FOR DISPUTE RESOLUTION

The Club’s dispute resolution process is guided by the following principles:

- **Fairness** – Each party has an opportunity to be heard.
 - **Timeliness** – Disputes are addressed promptly to reduce disruption.
 - **Respect** – All interactions reflect the Club’s Code of Conduct.
 - **Confidentiality** – Information is shared on a need-to-know basis only.
 - **Support** – Mediation or counselling is available to those involved.
-

5. STEPS FOR RESOLVING DISPUTES

Step 1: Informal Resolution

- Individuals should attempt to resolve the issue directly with the other party through respectful communication.
- If required, seek assistance from a Club representative (e.g., Culture and Wellbeing Director) to help mediate the conversation.
- Many disputes can be resolved at this stage without formal escalation.

Step 2: Notify Club Leadership

- If informal resolution fails, the issue should be reported to the **Club President**.
- A written description of the dispute should be provided, including relevant dates, facts, and attempted resolutions.
- The President will acknowledge the complaint and outline the next steps.

Step 3: Mediation

- The Club may organise a mediation session led by a neutral party (internal or external).
- Each party will have the opportunity to:
 - Present their point of view.
 - Discuss the impact of the issue.
 - Suggest resolutions.
- The mediator facilitates discussion to help parties reach an agreement.

Step 4: Formal Resolution

- If mediation does not resolve the issue, the matter will be referred to the **Club's Dispute Resolution Panel** (minimum of three impartial members).
- The panel may conduct a hearing to allow both parties to present their views and evidence.
- A **written decision** will be issued, including any recommended actions, within a defined timeframe.

Step 5: Appeal

- If dissatisfied with the decision, a party may appeal in writing to the **Club President** or an independent body (e.g., AFL Barwon).
- The appeal must be lodged within **14 days**, outlining the grounds for appeal.
- A final decision will be communicated following an independent review.

6. RECORD-KEEPING

- All disputes and resolutions must be documented, including:
 - Details of the dispute.
 - Actions taken to resolve it.
 - Final decisions and outcomes.
- Records will be stored securely and only accessible to authorised personnel.

7. SUPPORT SERVICES

The Club is committed to supporting individuals involved in disputes. Support may include access to:

- Mediation services.
- Mental health and counselling resources.
- Wellbeing support via the Club's **Wellbeing Officer**.

8. COMMUNICATION

- Parties involved will be kept informed throughout the process.
- Updates will be delivered respectfully, clearly, and in a timely manner.

9. CONFIDENTIALITY

- All matters related to disputes will be treated as confidential.
- Information will only be shared with those directly involved.
- Breaches of confidentiality may lead to disciplinary action.

10. REVIEW AND CONTINUOUS IMPROVEMENT

The Dispute Resolution Policy will be reviewed **annually** or after any significant incident. The review will include:

- **Feedback Collection** – From those involved in dispute resolution.
- **Policy Updates** – Based on feedback and any regulatory changes.
- **Training Improvements** – Updates to internal training where necessary.

11. POLICY REVIEW

This policy will be reviewed annually to ensure continued relevance and compliance with evolving technology and community standards.

Document Control Table

Version	Date	Approved By	Next Review Date
1.0	[8.7.2025]	OGFNC Executive Committee	30.11.2025

By adhering to this Dispute Resolution Policy, the Club seeks to foster a respectful, inclusive, and supportive environment for all its members.