

GRIEVANCE PROCEDURE

By-Law # in Master LCC By-Laws Document	6
Last Reviewed / Updated	24 July 2025
Version Control <i>(ensure any updates are consistent across both this document & the master by-laws document)</i>	
Description of Change	General Meeting Date
Part of an overhaul/creation of existing/new Club By-Laws	Approved 28 July 2025

The Grievance Procedure details a step-by-step process for all stakeholders in the area of 'Complaint Handling'. Please refer to this process found in Appendix H.

(a) Purpose

This policy outlines how members, players, volunteers, and other can raise concerns or complaints in a fair, respectful, and timely manner.

(b) Informal Resolution

Where possible, grievances should be addressed informally by discussing the issue with the person involved or a team leader/club official. Most concerns can be resolved quickly through open communication.

(c) Formal Complaint

If informal resolution is not possible or unsuccessful, a formal complaint can be made in writing to the President. The complaint should include:

- Name of the complainant
- Details of the grievance
- Date and any relevant background information

(d) Investigation

The Management Committee will review the complaint, gather relevant information, and speak to those involved. A response will be provided within fourteen (14) days.

(e) Outcome and Action

The Management Committee will decide on appropriate action, which may include mediation, a formal apology, or disciplinary steps if necessary. The outcome will be communicated in writing.

(f) Appeal

If the complainant is not satisfied with the outcome, they may appeal in writing within seven (7) days. The appeal will be reviewed by a different Committee member or an independent party where possible. The decision of the appeal will be final.

(g) Confidentiality

All grievances will be handled sensitively and confidentially, in line with data protection principles.

(h) Review

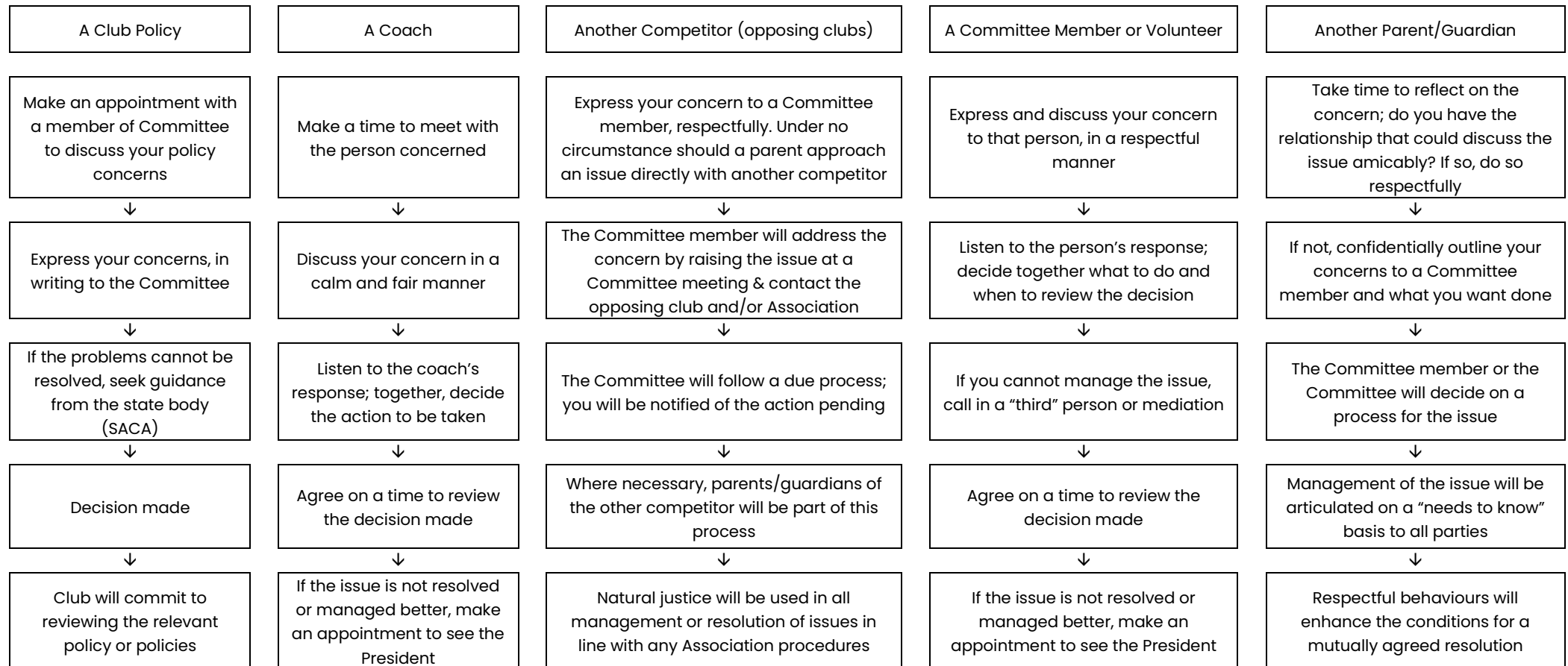
This policy will be reviewed annually or as needed by the Management Committee.

See the flowchart for the Club's grievance procedure on the following page.

Lyndoch Cricket Club – Grievance Procedure Flowchart

In a sporting club, issues of **difference** or **concern** can arise. All clubs have similar issues. It is how we **solve** these issues that will keep us **successful**. This form is about the need to **communicate** that those issues or concerns are resolved in **respectful** and appropriate ways. It is important that this process is **confidential** and that a time of reflection is taken before you follow these paths. **Criticism** of the club or officials will harm a successful outcome.

I HAVE AN ISSUE/CONCERN ABOUT . . .



All written communication shall be directed to the Club's official email address, play@lyndochcricketclub.com.au in the first instance. Our Executive Committee Members (President, Vice Presidents, Secretary, Treasurer and Registrar & Property Officer) have the right to 'disconnect' and therefore shall not be subject to messaging via SMS, Facebook Messenger or other direct messages via social media unless they have provided their mobile number solely for this purpose.