



Kwinana Blue Jays Baseball Club Inc.

Grievance Policy

OUR COMMITMENT

Kwinana Blue Jays Baseball Club Inc. recognises that at times, members or stakeholders may feel they are being treated unfairly or are feeling aggrieved. KBJBC will endeavour to provide a fair and just environment, by aiming to ensure that a system is in place to monitor, manage and coordinate a fair process and fair environment. KBJBC is committed to:

- Encouraging members and stakeholders to come forward with personal grievances
- Dealing with personal grievances in a supportive way, without victimisation or intimidation of any person connected with the grievance;
- Encourage fairness, impartiality and the resolution of personal grievances as is reasonably practicable
- Having its members seek to prevent and resolve personal grievances.

OUR STRATEGIES

Kwinana Blue Jays Baseball Club Inc. endeavours to assist its members and stakeholders through their grievances by the following strategies;

- Having in place, a documented grievance/complaints form for members/stakeholders to communicate their grievances
- Removing any bias from managing the grievance process, as far as is practicable, by nominating a panel whom are not personally involved/invested in the grievance
- Hold a specific meeting with the Executive Committee to discuss any lodged grievances
- Acting fast on grievances/complaints as to minimise potential further implications that may arise
- Conduct a fair investigation, as required, to determine any findings, factors and actions that maybe relative
- Building a culture where personnel are willing to, and not vilified for, raising grievances/concerns – this in turn creates a stronger club culture
- Providing support to personnel, as required, during their grievance process/investigation
- Utilising 3rd parties, as required, to assist/aid in any grievances that may be outside that of the clubs capabilities or involve external influences

Review Date: 28/06/2019

Approved By: Tym Adam

This document is to be reviewed annually for accuracy and approved by current president