

NOARLUNGA TENNIS CLUB INC.

GRIEVANCE PROCEDURE POLICY

At times people may have issues that concern them and/or their child or another player or club official. The Noarlunga Tennis Club requires that all issues be resolved to the satisfaction of all parties in a timely fashion.

All members have a responsibility to participate in reasonable actions to resolve the issues. In the event of a grievance being raised by someone in regards to these areas or other area of concern, the procedures below detail the steps to expedite issue resolution.

PROCEDURE

1. Any person wishing to raise an issue should contact the following people in the first instance
 - a. Sport's related - Team Manager, Captain, or Player Representative
 - b. Coaching related – Coach,
 - c. General issue – Committee Member.
2. Where the initial parties cannot resolve the issue, the Team Manager, Captain or Coach will refer the issue to the Committee through the Executive as soon as possible.
3. The consent of the Committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Club President is authorised to make public statements on behalf of the Club.
4. The Team Manager, Captain or Coach may at any time call on Committee Members for assistance. Any individual or team or team related issue reported to the Committee where the Team Manager, Captain or Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager, Captain or Coach. All persons must make reasonable actions to avoid situations that could cause serious injury or harm to the health of players, Officials or the public. If any hazard is identified, the Committee is to be notified as soon as possible.

Executive Committee

Noarlunga Tennis Club