



## Midland-Guildford Cricket Club Inc.

### GRIEVANCE AND DISPUTE HANDLING PROCEDURE

**Following, and in response to our members' survey completed during season 2018/2019 the Club has implemented the following procedure in relation to handling member's and parent/guardian concerns:**

- a) A position of Welfare and Disputes Resolution Officer (WRDO) has been established;
- b) Brett Alderson, the Club's current Vice President, has been appointed as the Club's inaugural WRDO;
- c) Brett can be contacted either by email [sbalders69@gmail.com](mailto:sbalders69@gmail.com) or telephone 0413 622 963
- d) The WRDO:
  - i. Shall be the primary point of contact for any player, official or volunteer reporting either a welfare issue or dispute;
  - ii. Shall, in the first instance, attempt to resolve issues through mediation and by application of existing Club policies;
  - iii. In the event that the issue is unable to be resolved, or is most serious in nature the WRDO shall act as chairperson of a Conduct Sub-Committee (CSC) appointed by the WRDO comprising two other persons from the Club's Management Committee;
- e) Any CSC decision may be appealed, in writing, to the Club's Management Committee whose decision is final under rules 12 (disciplinary action) and 13 (dispute resolution) of the Club's Constitution (copy of Constitution is on the Club website);
- f) Conflict/s of interest, actual or perceived, will be avoided, including either the Club President or another temporarily being appointed acting WRDO if the WRDO is conflicted