



Midland Guildford Cricket Club

GRIEVANCE AND DISPUTE HANDLING PROCEDURE

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

- a) A position of Welfare and Disputes Resolution Officer (WRDO) was established.
- b) Danny Kain, a previous member of the Club's Executive Committee, has been appointed as the Club's WRDO for season 2022/2023.
- c) Danny can be contacted either by email mgccvp@gmail.com or telephone 0407 078 850
- d) The WRDO:
 - Shall be the primary point of contact for any player, official or volunteer reporting either a welfare issue or dispute.
 - Shall, in the first instance, attempt to resolve issues through mediation and by application of existing Club policies.
 - 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