



## **CVNA Grievance and Dispute Resolution Policy & Procedure**

### **Purpose**

The Central Victoria Netball Association (CVNA) recognises that people associated with the CVNA will, from time to time, have grievances and disputes that need to be resolved in the interest of maintaining good relationships. The purpose of this procedure is to articulate the process to be followed when such a matter is raised. The CVNA commits to addressing all grievances and disputes in a confidential, respectful and timely manner and that any person who wishes to raise a grievance or dispute will not be treated adversely or suffer disadvantage from raising the matter.

### **Scope**

This protocol applies to all members of the Association.

### **Policy**

The CVNA's policy for handling grievances and disputes follows Netball Victoria's [Policy Framework for Dispute Resolution](#). This framework provides direction on which policy applies along with the appropriate complaint management process based on the issues being raised.

### **Principles**

The CVNA follows the principles of 'Natural Justice':

- the right to be heard,
- the right to be treated without bias,
- and a decision being based on relevant evidence.

### **Procedure**

A person who chooses to lodge a formal complaint may do so by completing the complaint form ([Netball Victoria Schedule 2 Complaint Form.docx \(live.com\)](#)), along with any evidence and submitting same to the CVNA's Child Safety Officer via email at [childsafety@cvna.com.au](mailto:childsafety@cvna.com.au). If a complaint is in relation to the Child Safety Officer, your complaint form and any evidence can be submitted to the Association's Chair via email at [chair@cvna.com.au](mailto:chair@cvna.com.au).

Once a complaint is received, and to ensure no conflicts of interest arise it will be reviewed by at least two of the following: the Chair, Vice-Chair, or Child Safety Officer. The review process will follow Netball Victoria's [Integrity Policy Framework, Conduct and Disciplinary Policy](#) for identifying, addressing and responding to integrity risks and complaints.

## Child Safety in Netball Policy

If a complaint is a child safety complaint the Child Safety Complaints Procedure will be followed.

The CVNA also supports the resolution grievances and disputes through an informal process if this appropriate. In many cases grievances and disputes can be resolved through co-operative resolution in an informal manner. If you do not wish to lodge a formal grievance or dispute you may lodge an informal complaint in which case the Association will facilitate a co-operative conversation and resolution between the parties involved. Please use the same contact methods listed above.

## Appendices

Netball Victoria Policy Framework for Dispute Resolution					
DOCUMENT (all linked)	OVERVIEW	EXAMPLES	COMPLAINT TIME LIMIT	COMPLAINT MANAGEMENT	
<a href="#">SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY ('SCAYPP')</a>	Minor or serious concerns / incidents regarding prohibited conduct with child safety (section 3 of Policy) or wellbeing	<ul style="list-style-type: none"> <li>- harmful behaviours towards a child/young person</li> <li>- discrimination</li> <li>- vilification</li> <li>- request to keep secrets</li> <li>- supply alcohol / drugs</li> <li>- non-compliance with Child Safe Practices (Appendix 4)</li> </ul>	<ul style="list-style-type: none"> <li>- bullying</li> <li>- harassment</li> <li>- vilification</li> <li>- supply medicine</li> <li>- WVCC</li> </ul>	No statute of limitations	NA Disc
<a href="#">MEMBER PROTECTION POLICY ('MPP')</a>	Concerns about prohibited conduct (section 2 in Policy)	<ul style="list-style-type: none"> <li>- abuse</li> <li>- discrimination</li> <li>- sexual misconduct</li> <li>- vilification</li> </ul>	<ul style="list-style-type: none"> <li>- bullying</li> <li>- harassment</li> <li>- victimisation</li> </ul>	3 working days	NA Disc
<a href="#">GENDER REGULATION</a>	Male participation	<ul style="list-style-type: none"> <li>- male player eligibility</li> </ul>	<ul style="list-style-type: none"> <li>- competition labelling</li> </ul>	3 working days	NV Comp Regs
<a href="#">TRANSGENDER AND GENDER DIVERSE POLICY</a>	Inclusion of transgender and gender diverse people	<ul style="list-style-type: none"> <li>- inclusion of transgender and gender diverse people</li> <li>- competition eligibility</li> </ul>		3 working days	NV Comp Regs
<a href="#">CODES OF CONDUCT</a>	Each Organisation has their own specific Codes of Conduct that cover the expected behaviours of all members	<ul style="list-style-type: none"> <li>- operate within rules/regulations of competition</li> <li>- respect the rights and dignity of others</li> <li>- participate fairly and safely</li> </ul>	<ul style="list-style-type: none"> <li>- play by the rules</li> <li>- be professional with actions</li> </ul>	3 working days	Own grievance process or NV Comp Regs
<a href="#">ASSOCIATION/LEAGUE/CLUB SPECIFIC BYLAWS</a>	Each Organisation has their own specific By-Laws that can be followed / breached	<ul style="list-style-type: none"> <li>- competition eligibility</li> <li>- competition management</li> <li>- membership requirements</li> </ul>	<ul style="list-style-type: none"> <li>- dispute resolution</li> <li>- uniform policies</li> <li>- weather policies</li> </ul>	3 working days	Own grievance process or NV Comp Regs
<a href="#">ASSOCIATION/LEAGUE/CLUB SPECIFIC CONSTITUTION</a>	Each Organisation has their own specific Constitution that can be followed / breached	<ul style="list-style-type: none"> <li>- Committee structure</li> <li>- Organisation composition</li> <li>- Organisation operations</li> </ul>	<ul style="list-style-type: none"> <li>- governance</li> <li>- AGM</li> </ul>	Within document guidelines	Own Organisation grievance process
<a href="#">ASSOCIATION/LEAGUE/CLUB SPECIFIC POLICIES</a>	Each Organisation will have their own specific policies	<ul style="list-style-type: none"> <li>- Representative program policies</li> <li>- player / team selection</li> <li>- social media</li> </ul>	<ul style="list-style-type: none"> <li>- team grading</li> <li>- photography</li> <li>- first aid</li> </ul>	3 working days	Own grievance process or NV Comp Regs
<a href="#">UNIFORM GUIDELINES</a>	Uniform Policy	<ul style="list-style-type: none"> <li>- inclusive uniforms</li> <li>- uniform standards</li> </ul>		3 working days	NV Comp Regs
<a href="#">NETBALL VICTORIA COMPETITION COMPLAINTS HANDLING REGULATION ('NV Comp Regs')</a>	Complaint management for offences that may arise in competitions, tournaments, activities and events that <b>don't</b> fall under the SCAYPP or MPP	<ul style="list-style-type: none"> <li>- disputing the decision of an umpire</li> <li>- breaches of codes of conduct</li> <li>- attempting to trip, strike, elbow or kick</li> <li>- tripping, striking, elbowing or kicking</li> <li>- deliberately endangering health and safety</li> <li>- failure to cooperate in or hinder investigation</li> <li>- engaging in duties while under suspension</li> <li>- failure to undertake all requirements of penalty</li> <li>- any other inappropriate / offensive behaviour</li> </ul>	<ul style="list-style-type: none"> <li>- abuse of an umpire</li> <li>- obscene gestures</li> <li>- offensive language</li> <li>- fighting</li> <li>- spitting</li> <li>- threatening a person</li> <li>- failure to attend Hearing</li> <li>- unsportsmanlike behaviour</li> </ul>	3 working days	NV Comp Regs
<a href="#">NETBALL INTEGRITY POLICY FRAMEWORK, CONDUCT &amp; DISCIPLINARY POLICY ('NA Disc')</a>	Complaint management for incidents specifically within the SCAYPP and MPP	<ul style="list-style-type: none"> <li>- Safeguarding Children and Young People Policy (SCAYPP)</li> <li>- Member Protection Policy (MPP)</li> </ul>		Within document guidelines	NA Disc