



Softball Queensland Inc (SQI) recognises the importance of providing an enjoyable and rewarding experience for members of the softball community in Queensland.

SQI aims to provide a simple and confidential procedure for resolving disputes and complaints, herein after called a grievance, based on the principles of natural justice.

Any registered member of SQI (complainant) may report a grievance about a person, people or organisation who are bound by Softball Queensland's Constitution, By-Laws and Policies (respondent) if they feel they have been treated wrongly, are harassed, bullied or discriminated against.

A grievance means any type of problem, concern or complaint about your involvement or the environment you are involved in.

### **Related Policies**

The Member Protection Policy should be read in conjunction with the Dispute Resolution Policy. The SQI Rules, By-Laws and Zero Tolerance Policy also outlines the framework and guidance for disciplinary matters. These documents are available on the SQI website.

### **Procedures**

Grievances that relate to competitions or personnel under the auspices of a member association must be referred to that association.

Grievances that relate to club activities must first be referred to that club.

Only matters that relate to, or which occurred at, the State level, as well as serious cases referred from a member association will be dealt with by SQI.

Complainants must provide their name and contact details. Anonymous complaints are unable to be handled.

The complaints handling procedures outlined in the Softball Australia Member Protection Policy Section 7 and Attachment D, will be the basis for handling a grievance.

### **Mediation**

Mediation may be an option and if accepted by both parties will be at their own cost. It may be an option to contact the Department of Justice Dispute Resolution Centre for a free mediation service. More detail is available <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/mediation>

### **Lodging a grievance with an external organisation**

The complainant may feel it appropriate to report the matter to an external organisation such as the Queensland Anti-Discrimination Commission or the Human Rights Commission.

It is important to note that some inappropriate sexual behaviours constitute sexual assault or child abuse and are criminal offences. Any instance or suspicion of sexual assault or child abuse should be referred to the police, emergency services, child protection agencies or sexual assault support services.

**Key Principles**

- Confidential – only the people directly involved in the grievance or sorting it out, can have access to information.
- Impartial (fair) – all sides get a chance to tell their side of the story. No-one makes any assumptions or takes any action until all relevant information has been collected and considered. All sides have access to support or representation if they want or need it.
- Free of unfair repercussions or victimisation – management and officers take all necessary steps to make sure people involved in a grievance are not victimised for coming forward with a grievance or helping sort it out. If anyone victimises anyone else for making a grievance, they may be disciplined. However, if you use this grievance procedure to make up a grievance against someone that is not true, you too can be disciplined.
- Sorted out at the local level – the aim is to sort out all grievances at the local level, with the minimum of fuss. In many cases, grievances can be sorted out by agreement between the people involved with no need for further action to be taken.
- Sensitively –people who help sort out grievances are to treat all grievances seriously and sensitively.
- Timely – the aim is to deal with all grievances as quickly as possible and within four weeks if at all possible. Most grievances can be sorted out even faster than that.

**POLICY REVIEW**

This policy should be reviewed on a biennial basis to ensure it continues to be relevant for softball in Queensland as well as complying with legal obligations.