



**NORTHCOTE
JUNIOR
FOOTBALL
CLUB**

**Grievance
Procedure**

PURPOSE

The purpose of this Grievance Procedure is to provide a clear process for the review of disputes amongst members of the Club, players and parents.

DEFINITION OF A DISPUTE

For the purposes of this procedure a dispute exists when the processes laid out in the NJFC Communication Policy have been followed and a player, member or parent remains unsatisfied with the outcome.

DISPUTES AMONGST MEMBERS AND THE CLUB.

The procedure for the settlement of disputes amongst members and between members and the NJFC is laid out in the NJFC Rules of Incorporation (or Constitution) as adopted in 2006.

This applies only to registered players (they are automatically junior members of the club), parent members (parents who have applied to become members), social members and life members.

Parents who have not chosen to become members of NJFC are not covered by the Rules. The relevant section is reproduced here.

8. Disputes and mediation

(1) *The grievance procedure set out in this rule applies to disputes under these Rules between:-*

- (a) *a member and another member; or*
- (b) *a member and the NJFC.*

(2) *The parties to the dispute must meet and discuss the matter in dispute, and, if possible, resolve the dispute within 14 days after the dispute comes to the attention of all of the parties.*

(3) *If the parties are unable to resolve the dispute at the meeting, or if a party fails to attend that meeting, then the parties must, within 10 days, hold a meeting in the presence of a mediator.*

(4) *The mediator must be—*

- (a) *a person chosen by agreement between the parties; or*
- (b) *in the absence of agreement—*
 - (i) *in the case of a dispute between a member and another member, a person appointed by the committee of the NJFC; or*
 - (ii) *in the case of a dispute between a member and the NJFC, a person who is a mediator appointed or employed by the Dispute Settlement Centre of Victoria (Department of Justice).*

(5) *A member of the NJFC can be a mediator.*

(6) *The mediator cannot be a member who is a party to the dispute.*

(7) *The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.*

(8) *The mediator, in conducting the mediation, must—*

- (a) *give the parties to the mediation process every opportunity to be heard; and*
- (b) *allow due consideration by all parties of any written statement submitted by any party; and*
- (c) *ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.*

(9) *The mediator must not determine the dispute.*

(10) *If the mediation process does not result in the dispute being resolved, then the parties may seek to resolve the dispute in accordance with the Act or otherwise at law.*

DISPUTES INVOLVING NON-MEMBERS

Where both parties to a dispute are not members of the club or team officials acting on behalf of the club, the club has no power to act.

Where a non-member is in dispute with the Club or with a team official acting on behalf of the club the matter may be considered in the manner laid out in the NJFC Communication Policy with the decision of the Committee being final provided that the non-member is willing to accept the decision of the Club Committee and states this willingness before any hearing of the dispute takes place.

Where a non-member is in dispute with the Club or with a team official acting on behalf of the club and is unwilling to accept the decision of the Club Committee then the parties may seek to resolve the dispute in accordance with the Act or otherwise at law.