

Member Grievances

Policy Statement

Tweed Coast Outriggers takes pride in promoting a fair, open and honest sporting environment that encourages members to discuss any concerns or grievances they may have without fear of reprisal.

Grievances are resolved quickly and efficiently as failure to do so may result in a negative effect on the clubs operations and paddling protocols.

Conditions

1. A grievance is a clear statement by a member of a club problem, concern or complaint, including persons and or equipment involved.
2. If a member has a concern about the way they are being treated within the TCO environment, or the way in which a situation directly affecting them has been handled, they have a right to raise their concern. The member must provide a nominated person on the Committee or coaching panel with an opportunity to resolve the issue in the first instance. Please note some exceptions do apply, see 'Exceptions' section.
3. Tweed Coast Outriggers must ensure that all members are aware of and are able to access the grievance procedure.
4. A member that reports a grievance will be provided with information on the course of action (Including options) that may be taken.
5. All grievance matters are confidential and are not to be discussed outside, other than a committee forum.
6. A record must be kept of all meetings when a grievance is discussed via a file note or further action notified to AOCRA the National Governing body.
7. Members need to be prepared to put their specific grievances in writing and must understand that where they are unwilling or unable to do so Tweed Coast Outriggers may consult the Member Protection Policy under the governance of AOCRA to investigate their grievance to the full extent. Members can use the Tweed Coast Outrigger Notification to report their concerns.
8. Members who lodge grievances are still bound by the TWEED COAST CODE OF CONDUCT when reporting an issue or incident. Any behavior that

breaches the CODE OF CONDUCT may warrant may result in suspension or dismissal from the club/sport.

9. Grievances must be documented in a professional and respectful manner, free from opinion and bias. The information provided must be factual and detailed.
10. Appropriate language must be used when documenting grievances, unless used to recite or relay important parts of dialogue or an incident associated with the grievance, swearing and name-calling will not be tolerated.
11. Only individually written and prepared grievances will be accepted. Copied statements will not be accepted.
12. Collusion between members will not be tolerated.

Procedure

1. When a member has a grievance, communicate this to the person the grievance is with or the person who manages the equipment or leads club-sanctioned sessions.
2. Members involved must first, genuinely and in good faith attempt to resolve the grievance. If the issue continues, seek guidance from other senior members i.e. Head Coach or President.
3. The Head Coach or president should try to have the grievance resolved at the local/ immediate level.
4. If the issue is still not resolved Tweed Coast Outriggers will report the issue to AOCRA and thus follow procedures set out through the governing body.

Exceptions

A member may go directly to AOCRA Member Protection if they are not comfortable with talking to the committee structure within the club. An example of this situation may include a manner that is perceived to be harassment or unacceptable/discriminatory in nature.

Documentation

1. Tweed Coast Outrigger Member Grievance form
2. AOCRA Member protection policy