



# Volleyball Australia

## PERSONAL GRIEVANCES POLICY

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## 1. Definitions

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Defined terms not otherwise defined in this Policy have been defined in and have the meaning given to them in the Volleyball Australia National Integrity Framework. In this Policy the following words have the corresponding meaning:

**Personal Grievance** has the meaning set out in clause 2.1 of this Policy.

**Policy** means this Personal Grievances Policy including any schedules and annexures.

**Relevant Organisation** means any of the following organisations:

- (a) Volleyball Australia;
- (b) Volleyball Organisations, which includes:
  - (i) Member Organisations;
  - (ii) Clubs; and
  - (iii) Authorised Providers, which means any non-Member organisations authorised to conduct Activities sanctioned by Volleyball Australia or a Member Organisation, who have agreed to be bound by this Policy;
- (c) Team, which means any collection or squad of athletes who compete and/or train in Volleyball; and
- (d) Any other organisation who has agreed to be bound by this Policy.

**Relevant Person** means any of the following persons who have agreed to be bound by this Policy:

- (a) Individual Member;
- (b) Participant;
- (c) Employee;
- (d) Contractor;
- (e) Volunteer; and
- (f) Any other individual who has agreed to be bound by this Policy.

## 2. Purpose

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### 2.1 Purpose of this Policy

This Policy has been adopted alongside the Volleyball Australia National Integrity Framework to establish a formal process for people and organisations engaging with the sport of Volleyball to resolve interpersonal conflicts and disputes that arise in the context of their involvement in Volleyball, but do not concern or allege a breach of an Integrity Policy or other Volleyball Australia policy (“**Personal Grievance**”).

## 3. Jurisdiction

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### 3.1 Who the Policy applies to:

This Policy applies to Relevant Persons and Relevant Organisations.

### 3.2 When the Policy applies

- (a) This Policy applies to interactions between Relevant Persons and/or Relevant Organisations in their capacity as Relevant Persons or Relevant Organisations relating to their involvement in the sport of Volleyball.
- (b) The Policy does not apply to the following:
  - (i) a breach of an Integrity Policy under the Volleyball Australia National Integrity Framework;
  - (ii) a breach of another Volleyball Australia or Volleyball Organisation policy;
  - (iii) disputes relating to the employment of a Relevant Person;
  - (iv) interactions between Relevant Persons and Relevant Organisations that are not related to the sport of Volleyball and/or are not in their capacity as Relevant Persons or Relevant Organisations.

## **4. Dealing with Personal Grievances**

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### **4.1 Steps for resolving Personal Grievances under this Policy**

- (a) Relevant Persons and Relevant Organisations are encouraged to attempt to resolve any disagreement or dispute that is subject to this Policy amongst themselves in the first instance.
- (b) Where a disagreement is unable to be resolved directly through discussion, or one of the parties to the disagreement is uncomfortable with approaching the other party directly or is otherwise unable to do so, the matter may then be referred to the management of the Relevant Organisation of the level at which the dispute occurred. For example, if the subject of the disagreement relates to interactions at local club level and the parties to the disagreement are unable to resolve it amongst themselves, it may then be referred to the management of that club.
- (c) Where a Volleyball Organisation or a member of the administration of a Volleyball Organisation is a party to a Personal Grievance, the matter should instead be referred to the management of the Volleyball Organisation of the next level up (or Volleyball Australia where a Member Organisation or a member of the administration of a Member Organisation is a party to a Personal Grievance). For example, if a dispute at local club level involves an individual involved in the running of the club, it should instead be referred to the relevant state-level organisation.
- (d) If Volleyball Australia or a member of the administration of Volleyball Australia is a party to a Personal Grievance, the matter should instead be referred to the National Sports Tribunal and managed in accordance with the processes of the National Sports Tribunal.
- (e) The relevant Volleyball Organisation, Volleyball Australia or the National Sports Tribunal (as the case may be) will appoint an independent person to help facilitate a resolution to the dispute.
- (f) The matter will be considered closed under this Policy once the facilitation process has concluded. Any ongoing issues between the parties to the disagreement must be dealt with by them in their personal capacity, unless either party engages in conduct that would amount to a breach of an Integrity Policy, which should then be handled under the Volleyball Australia Complaints, Disputes and Discipline Policy, or any other Volleyball Australia policy, which should be handled in accordance with the relevant policy.

## **5. Process for facilitated resolution of Personal Grievances**

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- (a) Where a Personal Grievance is referred for facilitated resolution, the relevant Volleyball Organisation or Volleyball Australia (as the case may be) will appoint an independent person to assist in resolving the matter.
- (b) The individual appointed as a facilitator does not require formal qualifications as a mediator or conciliator but must be a person who the organisation handling the dispute considers to be independent and capable of facilitating a discussion to resolve Personal Grievances.
- (c) The facilitator to the discussion may make suggestions about possible ways of resolving the grievance but cannot impose a resolution. The facilitation process will be concluded either when the parties agree on an outcome, or after 14 days or such longer period as agreed by all parties involved if a resolution cannot be reached.
- (d) The parties must participate in the facilitated discussion in good faith.

## **6. Role of Member Protection Information Officers**

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- (a) Relevant Persons are encouraged to contact a Member Protection Information Officer (MPIO) if they require advice about the options open to them or support while going through the Personal Grievance resolution process.
- (b) For the avoidance of doubt, MPIOs cannot be appointed to facilitate discussions under section 5, as they are not considered to be independent.

## **7. National Integrity Framework**

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The Volleyball Australia National Integrity Framework does not apply to this Personal Grievances Policy but sits alongside it. When interpreting this Policy, any provisions inconsistent with the Volleyball Australia National Integrity Framework apply only to the extent of that inconsistency.