



## **MALTBY MAIN JUNIORS FOOTBALL CLUB**

### **GRIEVANCE PROCEDURE**

Maltby Main Juniors Football Club (MMJFC) recognises that there may be times when members need to raise an official complaint about unjust treatment, harassment, health and safety, and/or safeguarding concerns. This grievance procedure outlines the process for such instances to ensure that all members are heard and treated equally and fairly.

#### **Purpose**

The purpose of this grievance procedure is to:

- (a) explain the scope and definition of grievances,
- (b) outline the process for reporting and closing a grievance,
- (c) define the club's confidentiality measures, and
- (d) describe the disciplinary action steps for policy violations.

#### **Scope**

This policy applies to all MMJFC members, including committee members, managers, and coaches. A grievance can be raised against any club member. MMJFC defines a 'grievance' as a formal club-related complaint, issue, or objection raised by a member.

#### **Grievance Procedure**

Before submitting an official grievance, members are asked to review the relevant club policy related to their concern (e.g. Anti-Bullying Policy, Safeguarding Policy). MMJFC encourages disputes to be resolved informally first, with the support of a manager, coach, or committee member. If this informal process does not lead to a satisfactory resolution within 21 days, a formal grievance may be submitted.

#### **Filing a Grievance**

Grievances can be submitted to a team manager, coach, or directly to the club's management committee (see contact details in the Club Handbook).

Members submitting a formal grievance have the right to:

- Attend meetings accompanied by a witness or representative.
- Appeal the outcome of the grievance.

Members who have a grievance filed against them also have the right to:

- View and request a copy of the grievance.
- Respond formally to the complaint.
- Attend formal meetings with a representative.
- Appeal any decisions made.

### **Club Responsibilities**

- Accept and thoroughly investigate all grievances.
- Ensure the grievance is resolved within 28 days, depending on the severity.
- Treat all parties fairly throughout the grievance process.
- Adhere to a strict 'no-retaliation' policy for members raising complaints.
- Organise mediation meetings between the appropriate parties.
- Maintain confidentiality throughout the process.
- Accept and fairly review all appeals.
- Ensure the final decision is implemented in a timely and appropriate manner.
- Keep accurate and comprehensive records of all grievances.

### **Confidentiality**

All MMJFC committee members involved in the grievance process must maintain strict confidentiality. Committee members are expected to sign a confidentiality agreement and must not discuss the grievance with other club members before, during, or after resolution. All parties involved are expected to respect this obligation.

### **Policy Violations**

If a member is found to have violated this grievance procedure, they may face disciplinary action which could include a formal warning, suspension, or termination, depending on the severity of the breach.

If a grievance is proven to be valid, appropriate disciplinary action will be taken against the offending party, which may include a warning, suspension, or permanent removal from the club.