



GRIEVANCE POLICY

1. PURPOSE

- 1.1** The purpose of this Personal Grievances Policy is to provide a clear framework for the management and resolution of grievances within the Toowoomba Hockey Association Inc. (THA). This policy is intended to ensure that all members and volunteers of the Association are treated fairly and with respect, and that any grievances are handled promptly, impartially, and in accordance with relevant legislation, including The Associations Incorporation and Other Legislation Amendment Regulation 2023.

2. SCOPE

- 2.1** This policy applies to all members, employees, volunteers, and participants involved with THA. It covers grievances related to personal treatment, interpersonal conflicts, and any other issues that may arise in the course of participation in THA activities.
- 2.2** This policy does not extend to matters of Discrimination (ie age, disability, race or ethnicity, sex or gender identity, or religion) or Child Safeguarding (6). For these matters, please refer to the Hockey Australia Complaints, Discipline and Disputes policies (7).

3. APPLICATION OF THE POLICY

- 3.1** The grievance procedure outlined in this policy applies to any member, volunteer, or participant within the THA who wishes to raise a formal complaint regarding their treatment or any issues arising within the Association.

3.2 Exclusion Clause:

- *Employees:* Employees are referred to existing procedures as outlined in the Work Health and Safety Induction Manual and other relevant policies and procedures.
- *Membership Termination:* In accordance with Section 12(a)(2) of The Associations Incorporation and Other Legislation Amendment Regulation 2023, this grievance procedure cannot be used by a person whose membership has been terminated if the Association's rules provide an appeal process against the termination. In such cases, the individual must follow the specific appeal process outlined in the Association's rules rather than using this grievance procedure.
- *Other Exclusions:* The grievance procedure does not apply to issues where a separate, designated process exists within Hockey Australia, Hockey Queensland or THA's governing documents or specific rules such as 4.1 Hockey Australia Member Protection Policy, 6.1 Hockey Australia Code of Conduct, and 4.0 Hockey Queensland Judiciary Process.



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4. DEFINITIONS

4.1 Grievance:

A *grievance* is a formal complaint raised by an individual regarding their treatment within the Association. Grievances may include, but are not limited to:

- Harassment, including sexual harassment or any unwelcome behaviour that makes someone feel intimidated, degraded, humiliated, or offended.
- Bullying, defined as repeated, unreasonable behaviour directed towards an individual or group that creates a risk to health and safety.
- Unfair treatment, including any actions perceived as unjust, inequitable, or prejudiced by the complainant.

4.2 Personal Grievance:

A *personal grievance* refers to a specific type of grievance where an individual feels that they have been personally wronged or treated unfairly within the Association. Personal grievances typically involve issues such as:

- Conflicts or disputes between members, employees, or volunteers.
- Perceived inequities in how rules or procedures are applied.
- Situations where an individual feels they have been unfairly targeted or excluded.

4.3 What is Not a Grievance:

The following are not considered grievances under this policy:

- **Disagreements Over Decisions:** General disagreements or dissatisfaction with decisions made by the Association's management or committees, where there is no evidence of unfair treatment, harassment, discrimination, or bullying. Such matters should follow the designated appeals process as outlined in the THA Bylaws.
- **Appeals Related to Membership Termination:** Complaints regarding the termination of membership, where the Association's rules provide a specific appeal process for such decisions. Such matters should follow the designated appeals process as outlined in the THA Bylaws.
- **Matters Subject to External Legal Proceedings:** Issues that are already being addressed through legal channels or external dispute resolution processes are not covered under this grievance procedure.
- **Complaints About Association Policies or Procedures:** General complaints or suggestions for changes to Association policies or procedures do not constitute a grievance. These should be directed to the appropriate committee or raised during a general meeting.



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5. POLICY STATEMENT

- 5.1** THA is committed to creating a positive and inclusive environment where grievances are taken seriously and resolved in a fair and timely manner. All parties involved in a grievance process will be treated with dignity and respect, and the process will be confidential to the extent possible.

6. GRIEVANCE PROCESS

6.1 Step 1: Informal Resolution

Wherever possible, grievances should be resolved informally. The complainant is encouraged to raise the issue directly with the respondent if they feel comfortable doing so. If an informal resolution is not possible or appropriate, the complainant should proceed to Step 2.

6.2 Step 2: Formal Grievance

A formal grievance should be submitted in writing to the Grievance Officer or another designated THA official. The written grievance should include details of the issue, any steps taken to resolve it informally, and the desired outcome.

6.3 Step 3: Investigation

Upon receipt of a formal grievance, the Grievance Officer will conduct a fair and impartial investigation. This may include interviews with the complainant, respondent, and any witnesses, as well as a review of relevant documents. An evaluation (CDDP 7.1) will then take place, and should the matter fall under this policy, a categorisation of the incident will be confirmed.

6.4 Step 4: Resolution

Following the investigation, the Grievance Officer will recommend a course of action to resolve the grievance. This may include mediation, undertaking education or training, disciplinary action, or other appropriate measures. The complainant and respondent will be informed of the outcome in writing.

7. CONFIDENTIALITY

- 7.1** All parties involved in a grievance process must maintain confidentiality. Information related to the grievance should only be shared on a need-to-know basis to protect the integrity of the process and the privacy of those involved.

8. APPEALS

- 8.1** If either the complainant or the respondent is dissatisfied with the outcome of the grievance process, they may appeal the decision. The appeal must be submitted in writing to the President of THA within 14 days of the decision. The appeal will be reviewed by an independent panel appointed by THA.

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Note: This appeals process is specifically related to grievances handled under this policy and is distinct from any appeals process outlined in the Toowoomba Hockey Association Bylaws. Appeals concerning other matters, such as membership termination, should follow the procedures established in the Bylaws.

9. COMPLIANCE WITH LEGISLATION

- 9.1** This policy has been developed in compliance with The Associations Incorporation and Other Legislation Amendment Regulation 2023. THA is committed to ensuring that all grievance processes adhere to the highest standards of legal compliance.

10. REVIEW AND AMENDMENT

- 10.1** This policy will be reviewed annually by the THA Board of Directors or as required by changes in legislation. Any amendments will be communicated to all members, employees, and volunteers.


11. CONTACT INFORMATION

- 11.1** For any questions or further information regarding this policy, please contact the THA Grievance Officer at grievances@toowoombahockey.com.au.

12. GOVERNANCE**12.1 Authority**

Policy Written By	Board of Directors
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12.2 Approval

Version Number	Board Approval			
	Name	Position	Signature	Date
1	Eddie Schasser	President		18/11/2025