

Club Dispute Resolution Policy

Policy Number	014	Version Number	2
Drafted by	Trish Oliver	Approved Date	8 May 2016
Responsibility	Port Melbourne Netball Club	Review Date	8 May 2017

These policies have been designed to:

- help members understand what the processes and procedures are in various circumstances;
- ensure that our Club operates in an open and transparent fashion;
- create equal opportunity to all members;

These set of policies also help the volunteers on the committee to ensure the club runs in a consistent and predictable manner over the years and as the committee members change.

Where a Port Melbourne Netball Club member or parent has an issue or dispute related to their team or the Club, the following steps should be taken:

1. Check that the issue/dispute is not covered off by the Port Melbourne Netball Club policies available here:
<http://www.portmelbournenetball.com/policies.html>
2. Approach the team coach or manager at an appropriate time (not before or during a game) to discuss the issue. *In many cases, issues will be resolved with a quick chat to the coach or team manager.*
3. If the issue/dispute is not resolved to your satisfaction, the matter should be put in writing (email) to the coach/team manager, who will respond in writing (email).
4. Should the issue still not be resolved to your satisfaction, a written (email) approach should be made to the Port Melbourne Netball Club committee member (Age Coordinator) relevant to your team. The Age Coordinator may be able to resolve your issue. If not, the matter will be taken to the Port Melbourne Netball Club Executive Committee. Depending on the timing and complexity of the matter, it may be discussed at a Port Melbourne Netball Club committee meeting. A written (email or letter) response will be provided.
5. Should the issue/dispute still not be resolved to your satisfaction, a letter should be sent to the Club President, who will respond in writing.

The President – PMNC
Private Box 52/103 Beach Street
PORT MELBOURNE VIC 3207

All issues and disputes will be dealt with by the committee in a confidential manner.