



CROQUET
AUSTRALIA

Personal Grievance Policy

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Definitions

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

Personal Grievance means any type of interpersonal conflict or dispute between Relevant Persons and/or Relevant Organisations that falls short of the threshold for abuse, bullying, harassment or sexual misconduct under the Croquet Australia Member Protection Policy.

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

Relevant Organisation means any of the following organisations:

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

Relevant Person means any of the following persons:

- (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.

Purpose

This Policy has been adopted alongside the NIF to establish a formal process for people and organisations engaging with the sport of Croquet to resolve interpersonal conflicts and disputes that arise in the context of their involvement in Croquet, but do not involve a breach of an Integrity Policy in the NIF or other Croquet Australia policy.

Who the Policy applies to:

This Policy applies to Relevant Persons and Relevant Organisations.

When the Policy applies

This Policy applies to interactions between Relevant Persons and Relevant Organisations in their capacity as Relevant Persons or Relevant Organisations relating to their involvement in the sport of Croquet.

The Policy **does not** apply to the following:

- I. a breach of any Policy under the NIF;
- II. a breach of another Croquet Australia 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 Croquet and/or are not in their capacity as Relevant Persons or Relevant Organisations.

Dealing with Personal Grievances

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 their 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 or Croquet Australia.

- (c) Where the Relevant Organisation or a member of the administration of the Relevant Organisation is a party to a Personal Grievance, the matter should instead be referred to the management of the Relevant Organisation of the next level up.

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 Organisation at State or National level.

- (d) If Croquet Australia or a member of the administration of Croquet Australia is a party to a Personal Grievance, the matter, may with the agreement of the parties, be referred to the National Sports Tribunal (**NST**) and managed in accordance with the processes of the NST.
- (e) The Relevant Organisation may appoint an independent third party to help facilitate a resolution to the dispute.
- (f) Should either party refuse to partake in mediation, the matter will be referred to Croquet Australia for resolution.

The matter will be considered closed under this Policy once the resolution 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 under the NIF, which should then be handled under the relevant Croquet Australia Policy.

Process for Facilitated Resolution of Personal Grievances

- (a) Where a Personal Grievance is referred for facilitated resolution, the Relevant Organisation will appoint an independent third party 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 have no connection with the parties or the issues involved in the disagreement and be a person whom the Relevant Organisation considers to be capable of facilitating a discussion to resolve Personal Grievances.
- (c) The facilitator of 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.

Role of Member Protection Information Officers

- (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 as they are not considered to be independent.

National Integrity Framework

The NIF does not apply to this Policy but sits alongside it. When interpreting this Policy, any provisions inconsistent with the policy apply only to the extent of that inconsistency.