



## Grievance Resolution Guidelines

### 1. Introduction

- 1.1 From time to time, things may happen which cause people to feel upset or which create conflict between people. This document explains the procedure to follow to raise and resolve concerns as soon as possible after they arise.
  - 1.2 All grievances will be addressed and handled in a timely manner and treated seriously and sensitively, having due regards to confidentiality and privacy.
  - 1.3 This document is about resolving grievances when allegations of potentially serious misconduct arise. If a grievance concerns these matters, such as physical assault, sexual harassment or bullying, then an investigation would be required in accordance with the Baseball Australia Member Protection Policy.
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### 2. Application

- 2.1 These Guidelines apply to Brisbane Metropolitan Region Baseball Inc. (BMB) and any person associated with BMB, unless otherwise specified.
  - 2.2 These Guidelines operate in conjunction with other relevant Baseball Queensland, Baseball Australia, State, National and Territory Government policies.
  - 2.3 BMB may vary these guidelines from time to time in its absolute discretion and without any limitation on its capacity to do so.
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### 3. Definition

- 3.1 Brisbane Metropolitan Region Baseball Inc. (BMB)
  - 3.2 BMB Management committee includes:  
President, Vice President, Secretary, Treasurer, Registrar and General Committee Positions
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### 4. What is a Grievance?

A grievance is a concern or complaint by a Person or is any matter that a Person feels is unjust or unfair or which causes resentment, upset or distress.

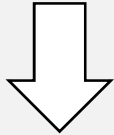
Grievances may include, but are not limited to, issues regarding:

- interpersonal conflict;
- inappropriate behavior; or
- Outcomes of selection processes when due process has not been followed



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## 5. What is the process?

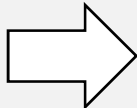


**STEP ONE: PERSON RAISES A GRIEVANCE** via email with the Brisbane Metro Secretary [brisbanemetrobasketball@gmail.com](mailto:brisbanemetrobasketball@gmail.com)

### STEP TWO: MEET AND DISCUSS

A meeting is requested / arranged between the complainant and the BMB Management Committee.

BMB Management Committee talks through with the complainant options available to resolve the grievance. Options to resolve a grievance include:



### STEP TWO: cont DISCUSS THE OPTIONS

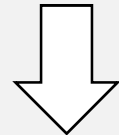
**Self-help** – The complainant raises their concern directly with the other person (respondent).

**BMB Management Committee help** – The complainant speaks about their grievance with the BMB Management Committee – may result in further informal discussions by the BMB Management Committee with the respondent regarding the grievance.

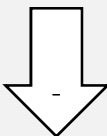
**Mediation** – People concerned participate in mediation with the BMB Management Committee. For serious grievances, the BMB Management Committee will undertake a formal investigation. The BMB Management Committee will take a statement from the complainant and walk the complainant through the formal investigation process.

Refer: Baseball Australia Member Protection Policy for definitions and for outline of formal investigation process.

**Further information about these options follows below.**



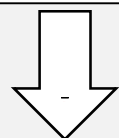
### STEP THREE: ACTION AN OPTION FOR RESOLUTION



Appropriate option to resolve the grievance is actioned (e.g. speak to the respondent about the grievance; BMB Management Committee informally counsels the respondent on the grievance; both parties undertake mediation; or formal investigation process is undertaken etc).

### STEP FOUR: FOLLOW UP WITH PERSON

BMB Management Committee meets with complainant after the event to determine whether the initial grievance is resolved and whether any outstanding issues need to be addressed.



### STEP FIVE: GRIEVANCE IS RESOLVED

BMB Management Committee confirms all parties are happy with the resolution and sends an email to indicate that the grievance matter has now closed as a resolution has been reached.



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### 6. The best option for resolution?

- 6.1 Try and resolve grievances via self-help.
- 6.2 Which option is appropriate will depend on a range of factors including but not limited to:
- the nature and severity of the grievance and whether there has been an alleged serious breach of Baseball Australia, Baseball Queensland, National, State and Territory Government policies;
  - which option the Person raising the grievance feels most comfortable with; and
  - the amount of information about the grievance
- 6.3 The options should be discussed in detail between the BMB Management Committee and the complainant.
- The responsibility to decide which option is appropriate ultimately rests with the BMB Management Committee especially with respect to formal investigation of serious grievances.
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### 7. Self-help

- 7.1 If you have a grievance, self-help involves you approaching the other person directly, requesting that the unwelcome behaviour stop.
- If you decide to do this, you need to be specific and say exactly what you do not like about the other person's behaviour and how it has made you feel.
- You might prefer to take this approach as it allows you to feel directly involved in resolving your concern on your own terms and to your satisfaction.
- 7.2 The following self-help methods might be of use to you:
- Letting the other person know straight away their behaviour is unwanted and unwelcome and that the behaviour must stop. Be professional, clear and strong when delivering this message to the other person;
  - Ask the other person a quick question - for example - 'Did you know what you just did/said is inappropriate?'
  - using body language appropriately can also be effective and sometimes easier if you don't want to say anything or standing tall and moving away.
  - use an 'I' statement saying, 'When you touch me/speak to me that way, I feel embarrassed/ angry/offended because I don't like you touching me/want to be spoken to like that and want to be treated with respect';
  - be direct and request exactly what you want. For example, by saying, "Please do not touch me/talk to me like that"; or
  - if necessary repeat your comments until the other person understands and respects your request.
- 7.3 If you feel unable to approach the other person directly, or you have tried to resolve your grievance this way and the grievance is not resolved, then you may need to look at the other options listed below.



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### **8. Management Committee help**

- 8.1 If you do not feel you are able to approach the other person directly, the BMB Management Committee may be able to assist you.

This could possibly involve them approaching the other person and explaining the nature of the grievance.

In these circumstances it is important not to 'accuse' the Person of the behaviour, require a response or assume that the Person is 'guilty' – the Management Committee is not conducting a formal investigation in this case.

- 8.2 BMB Management Committee help could include (where appropriate):

- an opportunity for you to explain how the grievance has made you feel and how you would like it to be resolved;
- the facilitation of an informal discussion between you and the person concerned;
- highlighting the relevant policies to the BMB community; or
- Issuing a reminder to BMB community on particular behaviours e.g. bullying, spreading rumors, or the inappropriate use of social media.

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### **9. Mediation**

- 9.1 Another option available to an aggrieved Person in trying to resolve a grievance is mediation.

Mediation is a confidential, voluntary process in which disputing parties, assisted by an impartial third party, seek to resolve grievances.

The aim is to assist the parties to communicate issues of concern so that they can find a long lasting settlement that will improve relations.

- 9.2 Mediations are particularly useful if you feel unable to communicate with the other person or if you have attempted other methods of resolving your grievance and you are still not satisfied that the issue has been resolved.
- 9.3 If you think that mediation would assist you, please inform BMB Management Committee. Much more often than not, mediation provides an effective way of resolving grievances.

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### **10. Serious Grievances – Formal Investigation**

- 10.1 It is BMB Management Committee's responsibility to formally investigate grievances when the grievance is of a serious nature.

This means that the conduct or behaviour, if found to have occurred, may result in further action.

- 10.2 Examples of serious grievances may involve claims of serious sexual harassment, allegations of stalking or claims involving physical assault or malicious damage to property.

- 10.3 The formal investigation process is set out in the Baseball Australia Member Protection Policy. <http://baseball.com.au/Resources/Policies>



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### **11. Person's Responsibilities**

- taking prompt steps to resolve grievances in a manner that promotes a positive outcome;
  - discussing a grievance with the person who is the cause of the grievance;
  - listening to and considering any grievance that is raised with them;
  - considering what reasonable outcomes they wish to achieve from the grievance procedures;
  - Ensuring that grievances are resolved confidentially by not discussing grievances with other people.
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### **12. Management Committee Responsibilities**

- identifying and addressing problems in the BMB community;
- helping resolve grievances at the earliest possible stage;
- ensuring that all grievances are treated seriously, approached objectively and handled discreetly and confidentially;
- managing the resolution of grievances in a timely, professional and unbiased manner in accordance with this policy and other relevant policies and processes;
- seeking the advice and help from Baseball Australia/Baseball QLD where appropriate;
- consider the wellbeing of the aggrieved Person and other affected people.