



METRO WEST GRIEVANCE POLICY

Where a member of Metro West Swimming (the District) has a grievance with another member or officer of the District, arising from their involvement in district activities, the member shall follow the following procedure.

Grievance Procedure

1. The District Committee has a designated Grievance Officer, who is listed on the District website. Any member who feels they have a grievance that warrants investigation should outline their concerns in writing, marked 'Private and Confidential', to the District Grievance Officer.
2. Where the District Grievance Officer has received a grievance they shall, as soon as practicable, discuss the grievance with the aggrieved party. They may take whatever steps and conduct whatever investigations necessary to determine whether a grievance is legitimate.
3. Where the District Grievance Officer determines that the grievance is legitimate, they shall take all necessary steps to resolve the grievance. They will then recommend appropriate action. to the Committee of Management.
4. Where the District Grievance Officer determines that the grievance is not legitimate, they shall advise the aggrieved party accordingly in writing. If the aggrieved party is not satisfied with the District Grievance Officer's determination they may appeal to the District Committee of Management.
5. Where the District Grievance Officer is unable to resolve a grievance, or considers the grievance of a very serious nature, they shall report the grievance to the District Executive Committee and Swimming Victoria. .
6. All information received by the District Grievance Officer, and all information surrounding the circumstances of a grievance, shall remain confidential.
7. Upon investigating a grievance and/or determining its legitimacy, the District Grievances Officer shall observe the rules of natural justice and apply the procedures specified in the Swimming Australia member welfare policy/procedure and provide details as appropriate to the District Executive Committee.