

	<p style="text-align: center;">AJAX JUNIOR FOOTBALL CLUB</p>	<p style="text-align: center;">DOCUMENT</p> <p style="text-align: center;">GRIEVANCE RESOLUTION POLICY UPDATED 1st Jan 2011</p>
<p>GRIEVANCE RESOLUTION POLICY</p>		

Policy

The AJFC requires that all issues of conflict or grievance are resolved to the satisfaction of the members and Committee in a timely fashion. Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled. All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the level of involvement for expediting issue resolution.

Procedure

- 1.** Any person wishing to raise a football or team related issue shall initially approach the Team Manager. Any person wishing to raise a general issue may approach any committee person. Items of a general nature can be raised with any member of the Committee. Where possible the person reporting the issue should make suggestions that may resolve the issue.
 - 1.1** As soon as possible after an issue has been reported, if a football issue, the Team Manager of the affected team and the claimant, must meet and try and resolve the issue.
 - 1.2** If a general issue the committee person approached can try and resolve the issue at hand.
- 2.** Where the initial parties cannot resolve the issue, the Team Manager/Committee member should refer the matter to the Club Secretary who will direct the issue to the appropriate Vice President or President as required.
- 3.** The Team Manager/ Committee Member will take all the reasonable steps to resolve the issue. In attempting to resolve the issue, all parties should take into account the following factors:
 - 3.1** The extent of the issue, ie, if it is likely to have a wider effect in the Club
 - 3.2** The number of players or teams affected
 - 3.3** Whether appropriate temporary measures are possible or desirable
 - 3.4** The expected time before the issue can be addressed
 - 3.5** What resources may be needed to resolve the issue
- 4.** The consent of the Executive Committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Club President is authorised to make public statements on behalf of the Club. If the issue affects another MSJFL Club or in fact

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the MSJFL as an executive, the Club Secretary or President should handle all communications.

5. The Team Manager / Committee Member may at any time call on the Vice Presidents or President for assistance.

Any team football matter reported to the Committee, where the Team Manager and/or Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager/Coach.

The final decision with regard to any grievance resolution that has not been resolved at Team Management or Committee level, will be resolved by the Executive Committee chaired by the Vice President / President responsible for the affected portfolio.

Owner: VP Operations