



MaristCollege  
Canberra

## **MARIST CO-CURRICULAR GRIEVANCE HANDLING PROCESS**

Marist College Canberra and Marist Sports Clubs welcome feedback from all members of the school community and takes any feedback, complaints or concerns that may be raised seriously. During the course of any sporting co-curricular activity, we recognise that students, parents, volunteers or members of other sporting communities such as opposing teams and sports clubs may raise concerns or provide feedback about particular matters or incidents that occur. Examples of scenarios when this can occur includes team selection processes and criteria, concerns for player safety or the conduct of players or spectators.

***The College and Sports Clubs are committed to handling grievances and complaints effectively and efficiently in accordance with the principles of honesty, transparency and justice.***

### **CONFIDENTIALITY**

Confidentiality applies with respect to both information relating to the person/s raising the concern or making a complaint, and, if relevant to a person against whom a complaint is made. The College and Marist Sports Clubs are committed to maintaining the confidentiality of information throughout the process.

Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

### **INFORMAL RESOLUTION**

The vast majority of issues causing concern in sport come from misunderstandings or incomplete understandings. Students/parents or volunteers are always encouraged to, in the first instance, to have an informal conversation directly with their team coach or manager regarding any issues of concern. If this does not clear up the issue, then the processes outlined in this guide are designed to assist in effectively handling and resolving these issues.

### **FORMAL RESOLUTION PROCESSES**

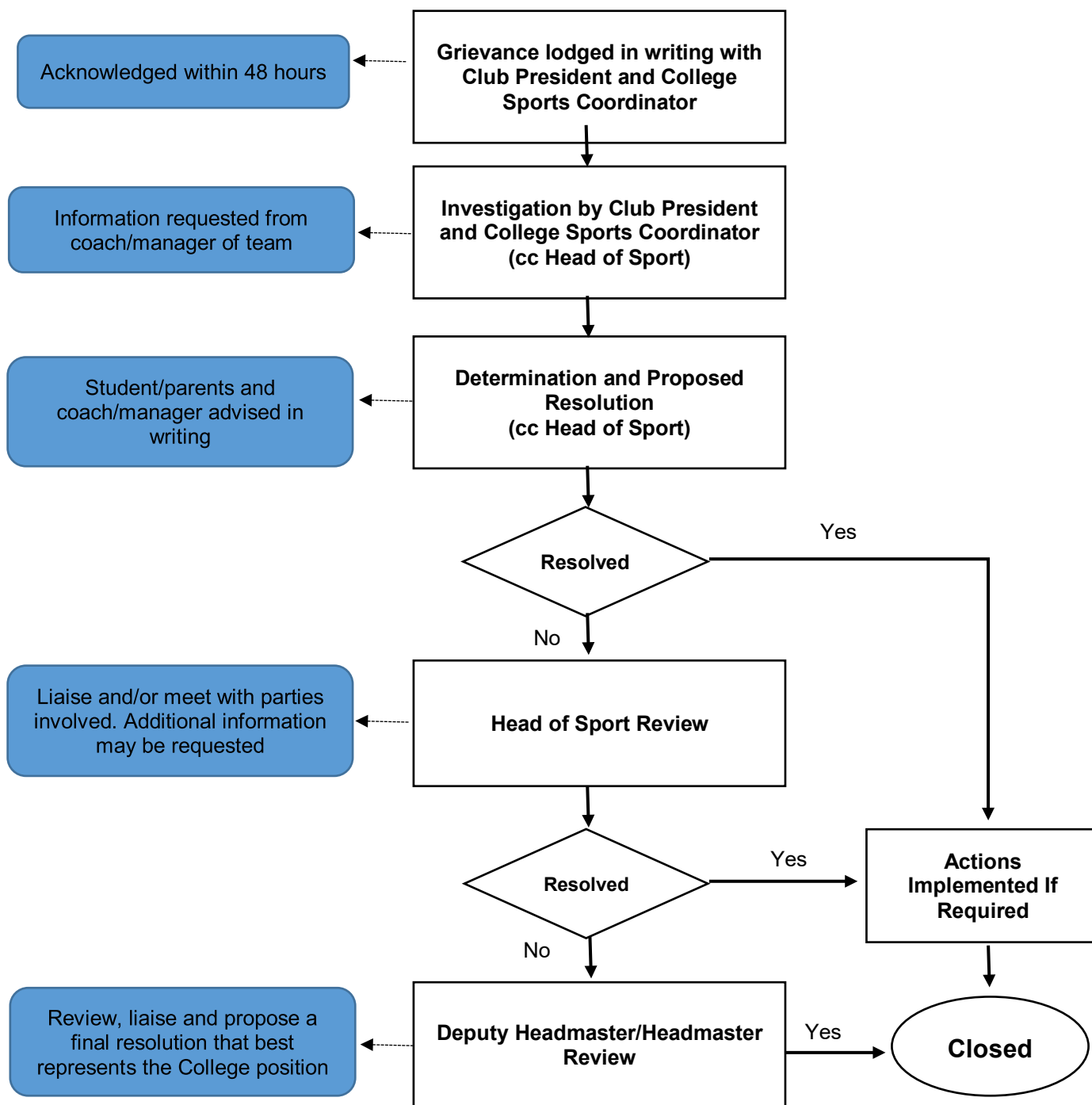
These processes include the following:

1. Team Management Grievances Process
2. Student Behaviour / Disciplinary Process
3. Sports Association Complaints/Show Cause Notices process

Any player sent from the court/field during a game must be reported to the appropriate College Sports Coordinator as soon as possible after the incident. Each ACT Junior Association has a disciplinary process for handling such incidents. The situation may also warrant action by the Head of Sport which will be taken in consultation with the College.

## TEAM MANAGEMENT GRIEVANCE PROCESS

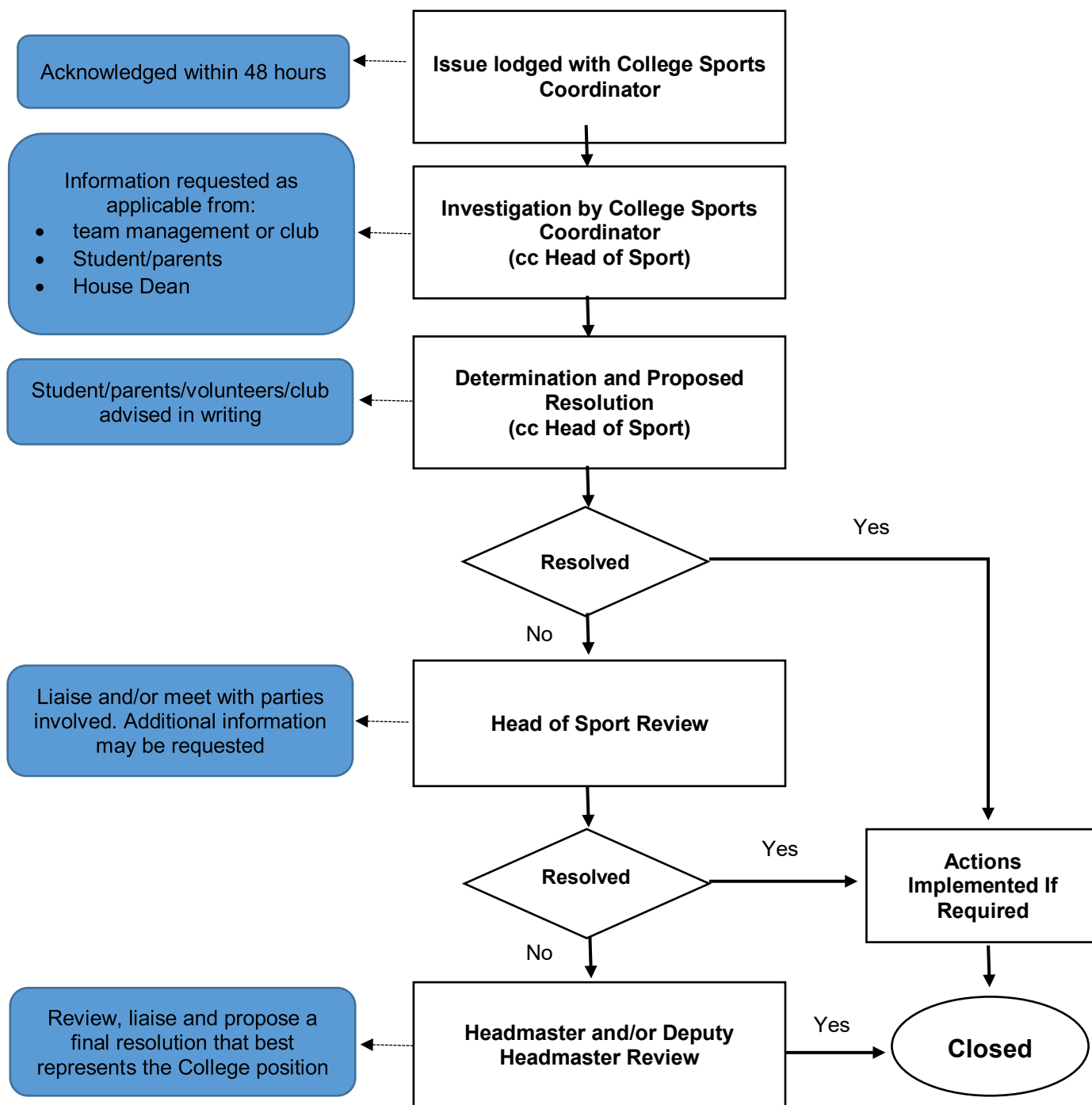
For issues or grievances relating to team management, for example player or team selection, coach selection, safety, or game time distribution, that cannot be resolved informally between students/parents and their team coach or manager, then the following process should be followed as a guide to achieving resolution.



- The principles of honesty, transparency and justice should be inherent in the process at all times.
- All valid grievances will be acknowledged in writing, within 48 hours if practicable.
- Where possible, we aim to resolve matters within 14 days during school terms.
- The College Sports Coordinator is responsible for liaising between the College and the Sports Club.

## STUDENT BEHAVIOUR / DISCIPLINARY PROCESS

All issues relating to student behaviour or pastoral care, volunteer, parent or spectator behaviour which causes concern or breaches the College Codes of Conduct, should be referred in the first instance to the College Sports Coordinator for investigation and resolution. The following process should be followed as a guide to achieving resolution.

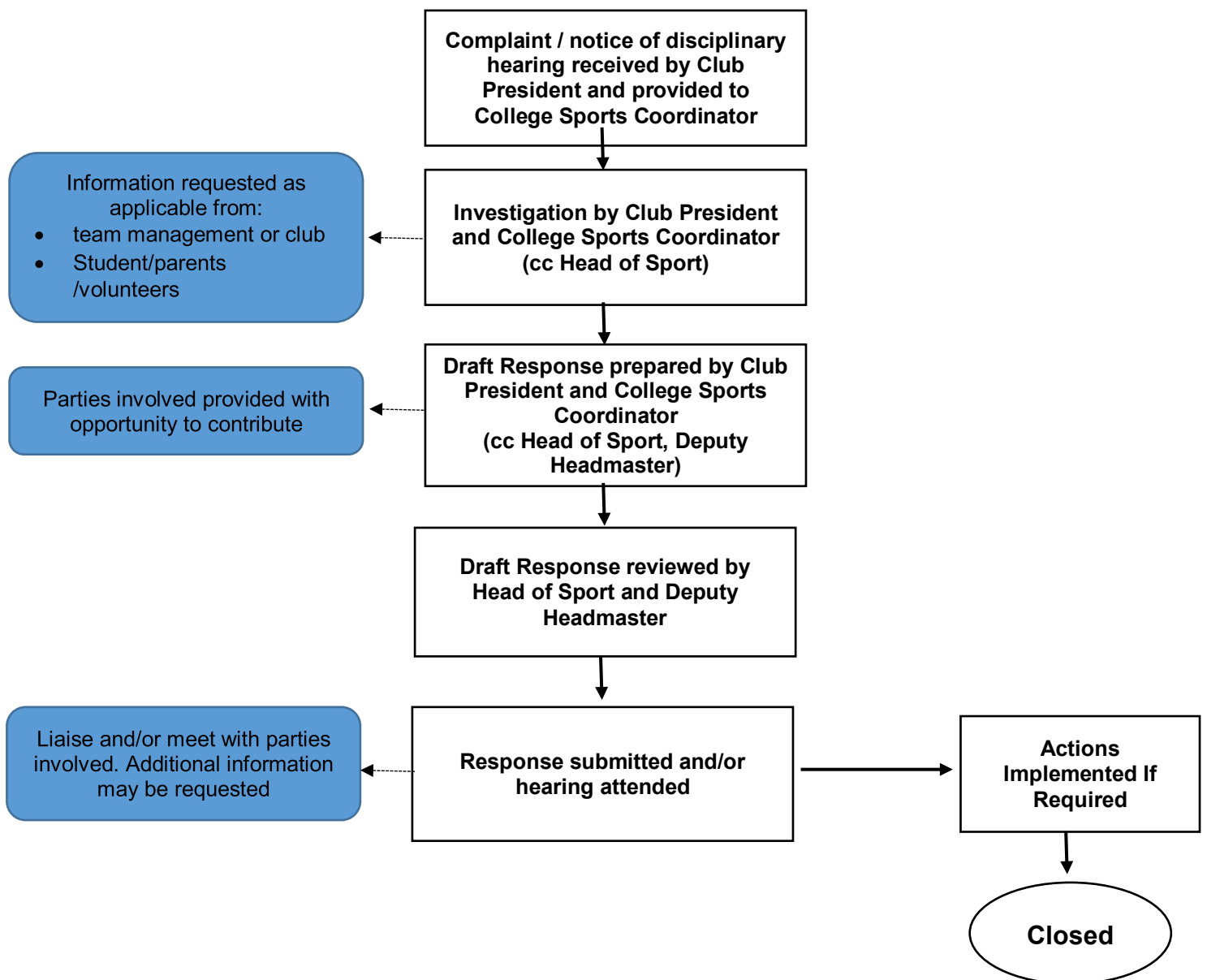


- The principles of honesty, transparency and justice should be inherent in the process at all times.
- All valid grievances will be acknowledged in writing, within 48 hours if practicable.
- Where possible, we aim to resolve matters within 14 days during school terms.
- The College Sports Coordinator is responsible for liaising between the College and the Sports Club.

## SPORTS ASSOCIATION COMPLAINTS HANDLING PROCESS

The following must be reported to the College Sports Coordinator as soon as possible upon occurrence and the following used as a guide to achieving a resolution:

1. Students referred to a Sports Association disciplinary hearing
2. Complaint against a student, parent, volunteer, spectator, club or the College itself received from a Sports Association which requires a written response or attendance at a hearing.
3. Complaint against a student, parent, volunteer, spectator, club or the College itself received via the College's Complaints Handling process.



- The principles of honesty, transparency and justice should be inherent in the process at all times.
- The College Sports Coordinator is responsible for liaising between the College and the Sports Club.