

Iceworld Figure Skating Club Grievances

Policy No: 001

Effective From: 17/3/2012

Last Reviewed: 17/3/2012

Policy Objective

To ensure day to day grievances are dealt with in an equitable and consistent manner and are not escalated out of proportion.

Policy

For grievances involving Members or Children not within the following policy, refer to the ISQ Member Protection Policy at www.isq.org.au which contains formal complaint and grievance procedures.

Grievances will only be considered by the Management Committee as the following:

1. **Management Committee Matters**
 - All grievances regarding the Management Committee or Sub-Committees should be put in writing to the Management Committee.
2. **Payment Related Matters**
 - In the first instance, all such matters should be discussed with the Club Treasurer.
 - If the matter is not resolved satisfactorily then the grievance should be put in writing to the Management Committee.
3. **Coaching Related Matters**
(Where the Coach is seconded by the IFSC for a program or event)
 - In the first instance, all such matters should be discussed with the relevant coach.
 - If the matter is not resolved satisfactorily the grievance should be discussed with the program or event coordinator.
 - If the matter is not resolved satisfactorily then the grievance should be put in writing to the Management Committee.
4. **Coaching Related Matters**
 - In all other coaching related matters, refer to the ISQ Grievance Policy at www.isq.org.au. As a rule, coaching matters do not fall under the clubs authority.
5. **Rink Related Matters**
 - Refer to the ISQ Grievance Policy at www.isq.org.au