



# Conflict Resolution Policy

Effective Date: [Insert Date]

## 1. Purpose

This Conflict Resolution Policy aims to provide clear guidance for addressing and resolving conflicts within our netball club. It aligns with the principles and guidelines of Netball South Australia (Netball SA) and complies with relevant Australian laws and regulations.

## 2. Scope

This policy applies to all members of the club, including players, coaches, officials, volunteers, parents, and supporters. It covers conflicts related to behaviour, decisions, interpersonal relationships, and any other matters impacting the harmony of the club.

## 3. Guiding Principles

The conflict resolution process will:

- Promote respect, fairness, and equity.
- Prioritise early and informal resolution where possible.
- Maintain confidentiality and impartiality.
- Comply with Netball SA's policies and the law.
- Uphold the club's values of teamwork, respect, and sportsmanship.

## 4. Legal and Regulatory Compliance

The club will adhere to:

- The Fair Work Act 2009 (Cth) (for any employment-related matters).
- Anti-Discrimination and Equal Opportunity legislation.
- Child safety laws, including mandatory reporting obligations.
- Netball SA's Codes of Conduct, Member Protection Policy, and Complaint Handling Procedures.



## 5. Conflict Resolution Procedures

### 5.1. Informal Resolution

- Members are encouraged to address conflicts directly and respectfully with the person(s) involved.
- Club officials (e.g., Committee member, coach) can assist as mediators to facilitate discussions.

### 5.2. Formal Resolution

When informal resolution is not successful or appropriate:

- **Lodging a Complaint**  
Submit a written complaint to a designated committee member or Club email address. Complaints should include details of the issue, individuals involved, and any steps already taken to resolve the conflict.
- **Acknowledgment and Assessment**  
The Executive Committee will acknowledge the complaint within five (5) business days. The Executive Committee will assess whether the matter requires further action, including escalation to Netball SA or legal authorities.
- **Investigation**  
An impartial investigator may be appointed if necessary. All parties will have the opportunity to present their perspective and evidence.
- **Resolution and Outcome**  
A decision will be communicated in writing to the involved parties within 14 business days of the investigation's conclusion. Potential outcomes include mediation, disciplinary action, or referral to external authorities.

### 5.3. Appeals

Members may appeal decisions by submitting a written appeal to the Club Committee within seven (7) business days of receiving the outcome.

Appeals will be reviewed by an independent panel where possible.



## 6. Roles and Responsibilities

*Club Committee Members:* Primary point of contact for complaints and responsible for ensuring processes are followed.

Oversees the implementation of this policy and ensures compliance.

Primary point of contact for complaints and responsible for ensuring processes are followed.

*Members:* Adhere to the policy and participate in conflict resolution processes in good faith.

## 7. Confidentiality

All complaints and investigations will be handled with the utmost confidentiality. Information will only be shared with those directly involved in resolving the matter or as required by law.

## 8. Record-Keeping

Records of complaints, investigations, and resolutions will be maintained securely by the CCRO for a minimum of seven (7) years, in compliance with privacy laws.

## 9. Training and Awareness

The club will provide training on conflict resolution and this policy to committee members, coaches, and volunteers annually.

## 10. Review and Updates

This policy will be reviewed annually or as needed to ensure compliance with Netball SA and legal requirements. Updates will be communicated to all members.