**Grievance and Complaints Policy**

**Introduction**

Donvale Dunkers administrators, coaches and team managers are volunteers who give large amounts of time to enable the club to function. Donvale Dunkers encourages grievances and complaints to be resolved in an informal way wherever possible considering these volunteer efforts. Wherever a grievance or complaint cannot be resolved informally then this policy sets out the procedure which must be followed to have the complaint considered and resolved by Donvale Dunkers.

**Submitting a complaint and time limits**

All complaints must be in writing and posted (not emailed) to the following address:-

The Donvale Dunkers Committee

155 Tindals Rd

Donvale VIC 3111

The complaint must set out in full the facts and circumstances which are to be relied upon by the person making the complaint (the complainant). If the complainant is seeking some action by the Donvale Dunkers the requested action must be set out in the complaint document.

Complaints must be submitted strictly within fourteen (14) days of the alleged incident (except for incidents that are criminal in nature). If there is a dispute or protest between teams or clubs then they must be lodged in writing with the Administrator of the MEBA Committee (via Donvale Dunkers Secretary) within five (5) days of the dispute or protest arising.

The Donvale Dunkers will not be under any obligation to investigate or take any action in relation to complaints made about incidents which occur outside this time frame.

**Resolution of issues**

Upon receipt of a complaint the Donvale Dunkers committee shall have sixty (60) days to investigate the allegations contained in the complaint. This investigation can include taking statements from others involved in the alleged incident. Upon completion of the investigation the committee will make a decision about what action (if any) should be taken in relation to the alleged incident. The committee will communicate in writing to the complainant the decision so made directed to the address nominated in the complaint.