

**NORTH HOBART CRICKET CLUB GRIEVANCE AND COMPLAINTS POLICY**

**PURPOSE:**

To ensure that grievances /complaints raised by members (including members of the Board), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

**POLICY:**

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships, North Hobart Cricket Club believes that:

* People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
* The best resolution is the one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing
* A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
* Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps of resolution

**PROCEDURES:**

Steps to making a Complaint/ Achieving Resolution

* Speak to the person causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions
* Speak to a Board Member for advice on possible solutions and/or intervention
* Make a formal complaint in writing to the Board
* Seek independent arbitration if a suitable resolution cannot be reached
* Refer the complaint to the Equal Opportunities Commission or Cricket Tasmania

**Seeking Resolution**

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness

**FORMAL COMPLAINT PROCEDURE:**

A person who chooses to make their grievance or complaint formal must do so in writing to the Board

* Once a formal complaint is received it will be received to the President (unless the complaint directly relates to the President) for discussion and recording
* Contact will be made with the complainant within 7 days of the receipt of the complaint
* If another party is involved they will be fully informed of the full details of what is being said and a meeting will be established between the parties with a selected mediator
* If the grievance is substantiated and unresolved the matter will be referred to the next Board meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the parties concerned
* The complainant and respondent will be informed of a decision in writing
* If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person
* If the grievance remains unresolved, the matter should be referred to Cricket Tasmania or the relevant Commission depending on the nature of the complaint
* The complainant or respondent may seek the assistance of a support person throughout this process

APPROVED DATE:

REVIEW DATE:

PRESIDENT: PUBLIC OFFICER:

JILL TAYLOR ………………………………………………………………. STEVE JEWELL ………………………………………………………….…..



**NORTH HOBART CRICKET CLUB CODE OF CONDUCT**

**PURPOSE:**

To ensure that all players, members, spectators, officials, volunteers and Board Members have a very clear understanding of the behaviour that is expected from everyone and to make it clearly understood that breaches of these codes may result in disciplinary action

**COACHES** are required to:

* Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion
* Support, encourage and involve all players regardless of their talent level
* Never ridicule or yell at players for errors or poor performance
* Always consider the wellbeing and safety of participants before performance and result
* Encourage participants to value their performances and not just results
* Encourage and guide participants to accept responsibility for their own performance and behaviour both on and off the field
* Maintain respectful and appropriate relationships with all participants
* Ensure all activities are appropriate to the age, ability and experience of participants
* Promote the positive aspects of the sport (eg fair play)
* Always respect the official’s decision and support them to carry out their role
* Display consistently high standards of good sporting behaviour and appearance
* Follow all guideline laid down by Cricket Australia, Cricket Tasmania and the Club
* Hold appropriate valid qualifications before commencing to coach
* Never condone rule violations, unfair or unduly rough play or the use of prohibited substances
* Never use offensive language or behaviour
* Act as a role model at all times

**PLAYERS** are required to:

* Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion
* Play by the rules and respect the umpires decision
* Never use offensive language or behaviour towards anyone or engage in bullying of any person, on the field, off the field or though social media
* Co-operate with the Coach
* Adhere to Club policies including smoke free areas and liquor license requirements
* Never behave in a manner that would damage the reputation of the Club either on or off the field or through social media

*TRAINING:*

* Players to attend training on designated sessions set by the Coach unless notice is given to the team Captain or Coach prior to that session. Non-attendance without reason will effect selection.
* Prior notification (at least one week) to the Coach or Captain, when unavailable to play.
* All players must complete warm-up's and stretching before starting any set training.
* No player should leave the training area without notifying the Coach or captain.
* It is expected that all players will attend on wet training nights.
* All injuries must be reported to the Coach or Captain. Injured players that are able to attend training must **do so.**

 **DRESS STANDARDS:**

*TRAINING:*

* Club training tops
* Club training shorts or track-pants (no board-shorts)
* Club jumpers/ vests or hoodies
* Appropriate footwear

*PLAYING:*

* Regulation cream or white trousers and shirt ( Club Logo permitted )
* Regulation One-Day trousers and shirt
* Club jumpers or vest
* Club cap's or floppy white hats.( No other caps are permitted )
* Appropriate footwear
* Regulations as stipulated by Cricket Tasmania Premier League By Laws

**TEAM SELECTION:**

* Premier League Teams are selected by the Selection Committee headed by the Chairman of Selections. While players and or the parents of players have the right to query selection, questioning another player’s selection is neither helpful, nor acceptable. Players are chosen on their performance both during a game and training and while statistics are a guide, they are not the basis on which a player is picked.

**VOLUNTEERS, SPECTATORS and BOARD MEMBERS** are required to

* Act as good role models and ambassadors for the Club at all times
* Always welcome opposition players, spectators, officials etc to the Club
* Never use offensive language or behaviour
* Treat everyone including the opposition with respect regardless of their gender, ability, cultural background or religion
* Display consistently high standards of good sporting behaviour including respecting the official’s decisions
* Adhere to the smoke free and liquor policies of the Club
* Adhere to and support the Clubs policies
* Be trustworthy

APPROVED DATE:

REVIEW DATE:

PRESIDENT: PUBLIC OFFICER:

Jill Taylor …………………………………………………………. Steve Jewell ……………………………………………………..



**NORTH HOBART CRICKET CLUB VOLUNTEERS POLICY**

**PURPOSE:**

To ensure that all volunteers are well catered for and treated with respect and that volunteer management is in line with legal requirements and Volunteering Australia’s principles

The Volunteer Policy applies to all volunteers at the Club including elected Board and Office Bearers

**NORTH HOBART CRICKET CLUB:**

* Values the role of volunteers as essential to the Club. Volunteers are respected for their skills and talents
* Aims to maximise volunteer’s potential by creating opportunities to utilise their talents and abilities and supporting them to develop social connections
* Will clearly specify the work of volunteers through role descriptions to ensure that roles match volunteer’s skills, interests and capabilities
* The duty of care for the volunteer remains with the Board
* All volunteers must adhere to the Club’s policies and Code of Conduct and need to understand that failure to do so may result in disciplinary action or dismissal
* Volunteers have the right to leave their role but should give as much notice as possible
* Volunteers will be required to hold a current Working with Children Accreditation

APPROVAL DATE:

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JILL TAYLOR ………………………………………………………………….. STEVE JEWELL ……………………………………………………………………