Disputes and Complaints Policy

1. Purpose

The purpose of this policy is to provide a fair, respectful and practical process for raising and resolving disputes, complaints and concerns involving Everton Districts Cricket Club (EDCC).

EDCC aims to resolve issues as early and informally as reasonably possible while ensuring that serious matters are appropriately documented, escalated and considered.

2. Scope

This policy applies to disputes or complaints involving:

- Players, parents and guardians.
- Coaches and team managers.
- EDCC teams and opposition teams.
- Committee members and club administration.
- Registration fees and other payments.
- Other clubs, cricket associations and organisations with which EDCC interacts.

Matters involving immediate safety, child protection, suspected unlawful conduct or other serious concerns may require escalation outside the normal process described in this policy.

3. Policy

3.1. General Principles

Where practicable, disputes should be addressed:

- Respectfully and without aggression or intimidation.
- As close as possible to the time and place where the issue arises.
- Initially between the people best placed to resolve the matter.
- Privately rather than through confrontation in front of players, families or spectators.
- With a genuine focus on resolving the issue rather than assigning blame.

Where a matter cannot reasonably be resolved informally, it should be escalated to an appropriate EDCC Committee member.

People involved in a complaint should be given a reasonable opportunity to understand the concern and provide their perspective before a decision is made.

3.2. Match-Day Disputes Between Teams

Coaches and team managers should communicate with their opposition counterparts before play where necessary to confirm relevant playing conditions, expectations or other match-day arrangements.

Where an issue involving rule interpretation, player behaviour, sledging, spectator behaviour or the spirit of cricket arises during a match:

- Coaches or team managers should attempt to resolve the matter calmly with their opposition counterpart.
- Where practicable, the discussion should occur privately at an appropriate break in play.
- Specific examples of the behaviour or issue should be identified.
- Both parties should focus on an appropriate resolution that allows the match to continue safely and fairly.
- Players, parents and spectators should not take responsibility for confronting the opposing team directly.

Where an issue cannot be resolved on game day, the matter should be referred to the EDCC Committee.

3.3. Disputes Involving Another Club

Where a significant dispute with another club cannot be resolved by the respective coaches or team managers, an appropriate EDCC Committee member will contact the other club to seek resolution.

For BNJCA competitions, unresolved disputes may be escalated through the applicable BNJCA dispute process.

BNJCA currently requires formal inter-club complaints that cannot be resolved informally to progress through the respective Club Presidents before escalation to BNJCA.

EDCC will follow the current BNJCA process rather than maintaining a separate conflicting process within this policy.

3.4. Disputes Between Players, Parents or Other Team Members

Where a dispute occurs within an EDCC team, the coach or team manager should attempt to assist the parties in resolving the matter where appropriate.

Where:

- the matter cannot be resolved;
- there is repeated inappropriate behaviour;
- the coach or team manager is involved in the dispute; or

- the matter is sufficiently serious that informal resolution would be inappropriate,

the issue should be referred to an EDCC Committee member.

Serious matters involving physical or verbal abuse, threats, harassment or other significant misconduct should be documented and referred directly to the EDCC Committee.

3.5. Complaints About Club Administration

Concerns regarding EDCC administration or decisions should be raised with an appropriate Committee member.

Where the matter cannot be resolved informally, the person raising the complaint may be asked to provide their concerns in writing, including:

- The nature of the concern.
- Relevant facts or circumstances.
- Any supporting information.
- The outcome or resolution being sought.

The EDCC Committee will consider the matter and determine an appropriate response.

Where a matter requires a decision by members under the club's constitution or rules, it will be referred through the appropriate formal process.

3.6. Fees and Payments

Questions or disputes concerning registration fees, payments or amounts owing should initially be referred to the EDCC Treasurer.

Where the matter cannot be resolved, it may be referred to the EDCC Committee.

Payment arrangements and individual financial circumstances should be handled respectfully and with appropriate confidentiality.

3.7. Disputes Within the EDCC Committee

Committee members should be given reasonable opportunity to express their views when committee matters are being considered.

Committee decisions will be made in accordance with the EDCC constitution, rules and applicable governance requirements.

Once a decision has been properly made, Committee members are expected to respect and support the decision while retaining the right to have differing views appropriately recorded where required.

3.8. External Organisations and Authorities

Disputes involving organisations such as Brisbane City Council, governing cricket bodies or competition administrators should be referred to the EDCC Committee.

The Committee will determine the appropriate club representative and escalation pathway.

Where relevant, EDCC will comply with applicable leases, agreements, competition rules and formal dispute processes.

3.9. Confidentiality and Records

Disputes and complaints should be handled with appropriate confidentiality.

Information should only be shared with people who reasonably need it to consider, investigate or resolve the matter.

Significant complaints, outcomes and supporting documentation should be retained by EDCC where appropriate.

Absolute confidentiality cannot be guaranteed where information must be disclosed to appropriately address a matter, protect someone's safety or meet a legal or regulatory obligation.

3.10. Escalation and Natural Justice

Where the EDCC Committee is required to formally consider an allegation or complaint:

- The person concerned should be informed of the substance of the issue.
- The person should be given a reasonable opportunity to respond.
- Anyone materially involved in the dispute should avoid participating in the decision where practicable.
- Decisions should be reasonable and based on the available information.
- The parties should be advised of the outcome where appropriate.

4. Roles and responsibilities

4.1. EDCC Committee

- Approve this policy and any material changes to it.
- Ensure disputes and complaints escalated to the Committee are considered fairly and appropriately.
- Maintain appropriate records of significant matters and outcomes.
- Refer matters to BNJCA or another appropriate organisation or authority where required.
- Manage conflicts of interest when Committee members are personally involved in a matter.

4.2. Members and Participants

- Attempt to resolve minor issues respectfully and constructively where appropriate.
- Follow the escalation processes established by this policy.

- Provide accurate and relevant information when raising a complaint.
- Cooperate reasonably with efforts to resolve a dispute.
- Maintain appropriate confidentiality regarding sensitive disputes or complaints.