Volleyball Queensland

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VQ Grievance Policy

Policy:	Grievance Policy	
Approved by:	VQ Board Members	
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1.0 Introduction

This policy establishes a fair, consistent, and transparent framework for managing grievances within Volleyball Queensland (**VQ**). It ensures that all members, employees, volunteers, athletes, coaches, referees, and contractors have access to a safe process to raise concerns.

The policy is designed to support early resolution of issues before they escalate and promote respect, fairness, and procedural justice.

The policy complies with the *Fair Work Act 2009* (Cth)**,** the *Work Health and Safety Act 2011* (Qld)**,** and other applicable legislation.

2.0 Scope

This policy applies to:

- **Employees and Volunteers** regarding workplace concerns, including treatment, workload, safety, and conduct.
- **Members, Athletes, Coaches, Officials** relating to sport-related grievances such as team selection disputes, competition administration, or behaviour of others within the VQ environment.

This policy does not apply to complaints covered under the Volleyball Australia (**VA**) National Integrity Framework. Those matters must follow the VQ Complaints Handling Procedure.

3.0 Responsibilities

All VQ representatives must disclose conflicts as soon as they arise. The Chief Executive Officer (**CEO**) is responsible for ensuring conflicts are managed and maintains the Register of Interests.

The Board of Management is responsible for approving policies and ensuring related-party transactions are reviewed and recorded.

4.0 Definitions

Alternative Dispute Resolution (ADR): Processes such as mediation or facilitated discussion aimed at resolving disputes informally and respectfully.

Complainant: The person raising the grievance.

Grievance: A concern, problem, or complaint raised by an individual relating to treatment, conditions, or behaviour that they consider unfair, inappropriate, or unreasonable.

Procedural Fairness*:* The right to a fair process, including knowing the allegations, the opportunity to respond, and decisions made impartially.

Respondent: The person against whom the grievance is made.

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5.0 Grievance Procedure

5.1 Informal Resolution

Where possible, grievances should first be addressed directly with the person involved. If this is not possible or appropriate, the matter may be raised with a supervisor, manager or CEO.

Options include:

- Direct discussions between parties.
- Mediation or facilitated conversation.
- Support or assistance to reach resolution.
- Manager intervention to clarify expectations.

5.2 Formal Grievance Process

If the grievance cannot be resolved informally, the following steps apply:

a) **Lodging a Grievance**
- A grievance must be submitted in writing to the VQ CEO. This applies to employees, members, volunteers, and participants. The CEO may delegate an authority, this may be the CEO, or a delegated authority by the CEO or the Board of Management.
- If the grievance concerns the CEO, the VQ Board of Management will handle the grievance.
- The grievance must specify the date and time of relevant events, the names of those involved, a detailed description of concern or issue and any supporting documentation and evidence.

b) **Acknowledgement**
- The grievance will be acknowledged within 2 business days and will include confirmation of receipt of grievance, and the indicative timeframes of the process.

c) **Assessment**
- The CEO or the delegated authority may determine whether the matter falls under this policy or another process e.g., integrity, disciplinary, selection appeal.
- The CEO or delegated authority may determine if immediate action is required (e.g., interim measures to protect health, safety, or wellbeing).

d) **Investigation / Review**

Depending on the nature of the grievance, this may include:
- Interviews with the Complainant, Respondent, and any witnesses.
- Review of relevant documents, communications, or evidence.
- Consultation with external experts, legal advisers, or specialist investigators where required.
- Confidentiality will be maintained to the greatest extent possible. Information will only be shared on a need-to-know basis.
- The investigation will be guided by the principles of procedural fairness, including the right of all parties to be heard and to respond.

e) **Outcome**
- The outcome will be communicated to the Complainant and the Respondent in writing, normally within **10 business days** of the conclusion of the investigation (timeframes may be extended where complexity requires).

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Possible outcomes may include:

- Mediation or other **Alternative Dispute Resolution (ADR)**.
- Corrective or disciplinary action.
- Referral to another internal policy or external agency (e.g., Sport Integrity Australia, WorkSafe, or Fair Work Commission).
- No further action if the grievance is unsubstantiated.
- Where external authorities are involved (e.g., Fair Work Commission, Sport Integrity Australia, or regulators), VQ will cooperate fully and may defer its own process until external findings are available.

f) **Appeal**

If Complainant is dissatisfied with the outcome, they may request a review by the VQ Board or escalate to the Fair Work Commission (for workplace disputes) or other relevant external body.

6.0 Indicative Timeframes

- **Acknowledgement of grievance:** within 2 business days.
- **Initial assessment:** within 5 business days.
- **Investigation/Review:** aim for completion within 20 business days.
- **Decision notification:** within 5 business days of decision.
- **Appeal review:** within 10 business days.

Timeframes are indicative and may be extended to ensure fairness and thoroughness and level of complexity of the grievance.

7.0 Record-keeping

All grievances, investigations, and outcomes will be documented and stored securely for at least seven (7) years, with access restricted to authorised personnel only.

8.0 Review

This policy will be reviewed every two years, or earlier if required by changes in legislation, and Fair Work guidance.

9.0 Related Documentation

VQ Complaints Handling Procedure
VQ Code of Conduct
VA National Integrity Framework