



Dispute Resolution Policy

Policy Number	003	Version Number	1
Drafted by	Joscinta Cole	Approved Date	19/06/2024
Responsibility	Jetz Netball Club	Review Date	19/06/2025

This policy has been designed to:

- Help members understand what the processes and procedures are in various circumstances;
- Ensure that our Club operates in an open and transparent fashion;
- Create equal opportunity to all members;

This policy will also help the volunteers on the committee to ensure the club runs in a consistent and predictable manner over the years and as the committee members change.

Where a Jetz Netball Club member or parent has an issue or dispute related to their team or the Club, the following steps should be taken:

1. Check that the issue/dispute is not covered off by the Jetz Districts Netball Club policies available here: <https://www.jetznetball.net/useful-info>
2. Approach the team coach or manager at an appropriate time (not before or during a game or around players) to discuss the issue. In many cases, issues will be resolved with a quick chat to the coach or team manager.
3. If the issue/dispute is not resolved to your satisfaction, the matter should be put in writing (email) to the coach/team manager, who will respond in writing (email).
4. Should the issue still not be resolved to your satisfaction, a written (email) approach should be made to the Jetz Netball Club committee member (Head Coach) relevant to your team. The Head Coach may be able to resolve your issue. If not, the matter will be taken to the Jetz Netball Club Executive Committee. Depending on the timing and complexity of the matter, it may be discussed at a Jetz Netball Club committee meeting. A written (email or letter) response will be provided.
5. Should the issue/dispute still not be resolved to your satisfaction, a letter should be sent to the Club, who will respond in writing.

The Secretary – JNC
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6. The committee will deal with, all issues and disputes in a confidential manner.



