



MLC GRIEVANCE POLICY

Where a member of MLC Aquatic (the Club) has a grievance with another member, officer or employee of the Club, arising from their involvement in Club activities, the member shall follow the following procedure.

Grievance Procedure

1. The MLC Aquatic Committee has a designated Grievance Officer, who is listed on the Club website. Any member who feels they have a grievance that warrants investigation should outline their concerns in writing, marked 'Private and Confidential', to the Club Grievance Officer.
2. Where the Club Grievance Officer has received a grievance they shall, as soon as practicable, discuss the grievance with the aggrieved party. They may take whatever steps and conduct whatever investigations necessary to determine whether a grievance is legitimate.
3. Where the Club Grievance Officer determines that the grievance is legitimate, they shall take all necessary steps to resolve the grievance. They will then recommend appropriate action. to the Committee of Management.
4. Where the Club Grievance Officer determines that the grievance is not legitimate, they shall advise the aggrieved party accordingly in writing. If the aggrieved party is not satisfied with the Club Grievance Officer's determination they may appeal to the Club Committee of Management.
5. Where the Club Grievance Officer is unable to resolve a grievance, or considers the grievance of a very serious nature, they shall report the grievance to the Committee of Management and the MLC Head of Sport.
6. All information received by the Club Grievance Officer, and all information surrounding the circumstances of a grievance, shall remain confidential.
7. Upon investigating a grievance and/or determining its legitimacy, the Club Grievances Officer shall observe the rules of natural justice and apply the procedures specified in the Swimming Australia member welfare policy/procedure and provide details as appropriate to the Committee of Management and the MLC Head of Sport.