



Manx Netball Association Grievance Procedure

Grievances are concerns, problems or complaints

The Grievance procedure enables members to raise issues with the MNA Committee or one of its representatives about their membership, or about the actions of the MNA committee and/or representatives, or fellow members, that directly affects them.

It is impossible to provide a comprehensive list of all the issues that might give rise to a grievance but some of the more common include:

- Election of Officers
- Interpretation of League Rules
- National Squad Selection Process
- Bringing the game into disrepute

Most routine complaints and grievances will hopefully be resolved informally in discussion between the aggrieved member and a relevant representative of the MNA Committee, or it's sub committees.

In some circumstances, this will not be possible, so it is necessary for us to have our grievance process formally documented. It is recommended that you refer to and have followed any relevant procedures and guidelines laid out in the MNA League Rules, the Manx Netball Association Constitution and or the Selection Procedure for the National Squads before raising your grievance.

General information

- Grievances/complaints can be made in writing on the MNA reporting a Complaint /Incident Document found on the MNA website or by requesting the link from the netball Development Officer, or, depending on the nature of your concern verbally, reasons for your dissatisfaction should be set out clearly with any background information you consider relevant outlining any action you think could be taken to resolve the matter.
- Complaints/concerns should be made within 14 days of the incident, unless stated otherwise in the MNA League Rules or Constitution complaints raised after 14 days may be allowed if there has been an understandable reason for the delay.
- If you make a complaint you will be asked to provide your name and contact details these will be used for the purposes of handling your complaint, only the relevant information will be disclosed to the Committee members.
- The MNA may need to contact other parties in order to properly investigate your complaint. If you do not wish us to do so you must tell us although we reserve the right to refer serious matters to relevant enforcement authorities at any time.
- The MNA will acknowledge receipt of your complaint within 48 hours and provide you with contact details for the MNA Officer looking in to the matter
- They will aim to resolve the matter as quickly as possible and aim to do that within twenty working days after the next planned Committee Meeting, if longer is needed to consider your complaint you will receive an explanation why and be told when you can expect to receive a response
- Complaints may result in the Disciplinary Process being triggered immediately particularly in cases of alleged gross misconduct consideration will be given to temporarily suspending a member whilst investigations are carried out. The member and their club secretary will be advised of any decision in writing these matters can take up to 6 months or more to allow for a full investigation.



- If the matter is considered to be a Safeguarding issue, then the Safeguarding Policy must be followed, and your details will be passed on to the relevant Authorities.

MNA Grievance Procedure:

Informal Stage

If you have a grievance/complaint, you should firstly raise it verbally with the relevant MNA representative or in writing on the MNA reporting a Complaint Document which will be received by the Netball Development Officer (NDO) and passed on to the relevant representative. If it is about the NDO you can download the form and post to the President of the MNA who will pass on to the relevant Committee Member. Normally you will then be contacted within a few days to discuss the matter, either over the phone, in writing, or face to face to understand your grievance with the aim of achieving an amicable resolution. If you choose to meet, then another member of the Committee may join the MNA representative and you may be accompanied by another person.

There are situations where it may be deemed appropriate to use mediation, but it is often not clear cut and it will be up to the mediator or whoever is overseeing the mediation process to make a judgement on a case-by-case basis.

The MNA's capacity to suggest mediation as an option is dependent on them having access, at the time of the complaint/grievance, to a suitably qualified and Independent Mediator this may not always be possible or appropriate and Mediation as a solution is not guaranteed to be offered.

Mediation is where an impartial third party, the mediator, helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

Mediation is:

- less formal
- flexible
- voluntary
- morally binding but normally has no legal status
- confidential
- (generally) unaccompanied
- owned by the parties.

Stages of mediation

Separate meeting

- **First contact with the parties** – the mediator will meet parties separately. The aim of this first meeting is to allow each individual involved to tell their story and find out what they want out of the process.

Joint meeting

- **Hearing the issues** – the mediator generally brings the participants together and invites them to put their side of the story during a period of uninterrupted time. At this stage the mediator will begin to summarise the main areas of agreement and disagreement and draw up an agenda with the parties for the rest of the mediation.
- **Exploring the issues** – having identified the issues to explore, the mediation is now about encouraging communication between the parties, promoting understanding and empathy and changing perceptions. The aim of this part of the meeting is to begin to shift the focus from the past to the future and begin to look for constructive solutions.
- **Building and writing an agreement** – as the process develops, the mediator will encourage and support joint problem-solving by the parties, ensure the solution and agreements are workable and record any agreement reached.
- **Closing the mediation** – once an agreement has been reached, the mediator will bring the meeting to a close, provide a copy of the agreed statement to those involved and explain their responsibilities for its implementation. In some cases, no agreement is reached, and other procedures may later be used to resolve the conflict. However, nothing that has been said during the mediation can be used in future proceedings.

Formal Stage

If the reply at Informal stage does not satisfactorily resolve your grievance, or the Committee representative/NDO believes the matter must be dealt with formally the details of your grievance will be passed onto the MNA secretary and the matter will be raised at the next planned MNA Committee Meeting,

The MNA have the option to trigger the Disciplinary Policy or appoint a member of the MNA to carry out an investigation and arrange a hearing.

If appointed the nominated MNA Investigator will respond in writing to acknowledge they are dealing with your grievance within five working days of their appointment.

Members of the Committee will consider the findings of the investigation and or hearing at the MNA Committee meeting the date of which will be communicated to you by the Investigator. Their decision will be sent to you in writing within 7 working days of the Committee meeting.

If it is not possible to respond within the specified time period you will be given an explanation for the delay and told when a response can be expected.

Appeal

Where the matter cannot be resolved at the Formal stage, you will be able to raise your grievance in writing with an independent person. The choice of this person will depend on the nature of your grievance but could, for example be a member of Manx Sport and Recreation or IOM Sport.

You will be invited to a meeting where you will be asked to explain your complaint and why you are unhappy with the Committee's decision. If you wish, you can be accompanied.



If the Independent person reaches a point in the meeting where they are not sure how to deal with the grievance or feel that further investigation is necessary it may be necessary for the Independent person to adjourn the meeting, if so the complainant will be informed of the reason verbally and then in writing about what will happen going forward.

The independent person dealing with the grievance should give a decision on the grievance within ten working days of completing the Investigation.

If it is not possible to respond within the specified time period you be given an explanation and told when a response can be expected.

The decision made by the Independent person at this final stage is binding.

Record Keeping

Records will be kept for up to two years from the date of the final decision detailing the nature of any grievance raised, the MNA's response, any action taken and the reasons for it. These records will be kept confidential and retained in accordance with the Data Protection Act 2002 which requires the release of certain data to individuals on their request.

Copies of any meeting records will be given to the individual member concerned although in certain circumstances some information may be withheld or redacted, for example to protect a witness.

What we expect from members:

The MNA understands that if you have a complaint you are likely to feel strongly about it. We also understand that you may feel angry, frustrated or upset by the circumstances that led to your complaint and that this may cause you to act in a way that is out of character.

However, we expect you to be polite and courteous to our volunteers and we will not tolerate aggressive or abusive behaviour.

In most cases complaints will be dealt with quickly and simply, if however, complaints were pursued in an unreasonable and inappropriate way the MNA would have no choice but to take action to protect their volunteers.

Unreasonable complaints are complaints that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on volunteer time.

Unreasonable complaints may be justified grievances pursued in inappropriate ways, or they may be complaints which appear to have no substance, or which have already been fully investigated or responded to.

Review

This grievance procedure will be reviewed by the Committee annually in May, so Members can be informed of any amendments at the MNA Annual General Meeting.