



# Grievance Policy

This policy outlines the procedure for addressing grievances at Cleveland Air Magic (CAM). Our aim is to provide a fair, transparent, and consistent process for resolving issues that may arise among members, coaches, volunteers, and other stakeholders.

Cleveland Air Magic is committed to fostering a positive, inclusive, and respectful environment for all members. By adhering to this grievance policy, we can ensure that grievances are addressed fairly and effectively, promoting harmony and cooperation within our club.

Cleveland Air Magic values the contributions and well-being of all its members. We encourage open communication and a proactive approach to resolving issues, ensuring that our club remains a place where everyone can thrive and enjoy their sporting experience.

The purpose of this grievance policy is to:

- Ensure that grievances are handled in a systematic and respectful manner.
- Promote a positive and inclusive environment within the club.
- Provide a clear process for members to voice their concerns.
- Resolve issues promptly and effectively.

This policy applies to all members, athletes, coaches, staff, volunteers, and visitors of Cleveland Air Magic. It covers grievances related to:

- Interpersonal conflicts
- Discrimination and harassment
- Breaches of club rules and policies
- Unfair treatment or practices

Reference	CAM-MP-GP-1	Version	0.1
Created by	President – K Huston	Approved By	Committee
Approval Date	20 <sup>th</sup> January 2025	Revision Date	26/01/2026



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## Grievance Procedure

### Informal Resolution

We encourage all members to first attempt to resolve grievances informally through direct communication with the involved parties. If the issue is not resolved, members may seek assistance from a coach or committee member.

### Formal Resolution

If informal resolution is unsuccessful, the following steps should be taken to lodge a formal grievance:

#### Step 1: Submission of Grievance

The aggrieved party should submit a written grievance to the Club Secretary, outlining the nature of the grievance, relevant details, and any supporting evidence.

#### Step 2: Acknowledgment

The Club President will acknowledge receipt of the grievance within 3 working days and provide an estimated timeline for resolution.

#### Step 3: Investigation

The Club President will appoint a Grievance Committee to investigate the matter. The investigation may include interviews with the involved parties and witnesses, as well as a review of relevant documents and evidence.

#### Step 4: Resolution

Based on the findings, the Grievance Committee will recommend actions to resolve the grievance. The Club President will communicate the decision to the involved parties and ensure that the recommendations are implemented.

#### Step 5: Appeal

If the aggrieved party is not satisfied with the resolution, they may appeal the decision to the Club President within 3 working days of receiving the decision. The Club President will review the appeal and make a final decision.

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## Confidentiality

All grievances will be handled with the utmost confidentiality. Information will only be shared with those directly involved in the resolution process. Breaches of confidentiality may result in disciplinary action.

## Support

The club is committed to supporting all parties involved in the grievance process. This may include providing access to counselling services, mediation, or other forms of support as needed.

## Non-Compliance

Failure to adhere to the Grievance policy may result in warnings, meetings with club officials, or other appropriate actions.

The club reserves the right to take further measures if non-compliance continues.

## Feedback and Concerns

Cleveland Air Magic values feedback from parents and guardians. Any concerns or suggestions regarding the grievance policy should be directed to [president@clevelandairmagic.org](mailto:president@clevelandairmagic.org).

## Review and Amendments

This Grievance Policy will be reviewed annually by the club's Committee to ensure it remains fair, transparent, and effective. Any amendments to the policy will be communicated to members in writing and will take effect from the date specified.

## Acknowledgment

By becoming a member or participating in activities with Cleveland Air Magic, individuals acknowledge and agree to adhere to this Grievance Policy.

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