

GRIEVANCE NOTIFICATION PROCESS

It is of utmost importance that as “delegates” of the executive committee of Underwater Rugby Australia (UWRA) that we champion an impartial and equitable environment for all members, sponsors and organisations that we are working with and are seen as an organisation that is “Open, Transparent, Fair and Approachable.

With this in mind we have developed a “Grievance Notification Process” and the subsequent “**UWRA MD-003 Grievance Notification Form03**” which will be made available to all members who feel that they need to lodge an official grievance concerning the UWRA including our members, coaches, referees and/or our non-conformance with the published UWRA by-laws, processes and procedures.

At present the grievance notification items include the following but can be revised or updated if required.

LACK OF TRANSPARENCY OF UWRA	DISPUTE OF DECISION MADE BY UWRA EXECUTIVE	VIOLATION OF BY-LAWS OR PROCESSES & PROCEDURES	NATIONAL TEAM SELECTION
OTHER	INCORRECT RULING DURING TOURNAMENT	BAD SPORTSMANSHIP BY A UWRA MEMBER	
OTHER DESCRIPTION			

Grievance Process Steps are as follows:

1. The member will be advised to duly complete a **GRIEVANCE NOTIFICATION FORM MD-003** and then send it off to the UWRA executive by email to info@uwra.org.au or hard copy to an executive or committee delegate of the [UWRA Commission](#)
 - a. On this form the member will be required to provide their personal details, identify the issue and provide a brief description of their grievance.
 - b. Should additional or corroborating evidence be available they may attach the said information, photos or documents to the grievance notification that they are handing over to the executive committee.

2. The UWRA will have up to **30 calendar days** after receipt of an official grievance notification to appoint a delegate/committee to look into the matter **confidentially** and reply to the grieved party in writing with their findings and subsequent comments and ruling.
3. Once the grieved party has received the executive committee's written findings and ruling, the grieved party will have up to **7 calendar days** to dispute/object to the ruling.
4. In the case where the grieved party disputes the UWRA executive committee's finding they will be required to attend the following executive meeting where they will be allowed **5-10mins** to verbally present and discuss their dispute with the attending committee members.
5. The grieving party will then be excused and the executive committee will then have a maximum of **14 calendar days** to reconsider their ruling and **provide a final written response to the grievance.**
6. Should the grieving party still not accept the final ruling by the UWRA they will be encouraged to contact the responsible office bearer at AUF for further assistance.
7. The member lodging the grievance will furthermore be required to sign a **personal declaration** confirming the following:
 - a. That they understand and provide authorisation for their personal details to be provided to all parties identified in their grievance notification **if required.**
 - b. Should the investigation process be expected to take more than 30 days to be finalised by the UWRA executive committee that they will be contacted in writing within the agreed time period informing them of the reason for the delay and expected date of completion.