



Dispute Resolution Policy

Policy Objective

- To ensure grievances are dealt with in an equitable and consistent manner;
- To ensure disputes are resolved promptly, objectively and with sensitivity
- To reach resolution within 14 days of the dispute coming to the attention of all parties as per the Association Incorporation Act (1981)

Policy

Grievances will only be considered by Queensland Badminton Association Board (QBA) as per the following:

1. Administrative and Payment Related Matters

In the first instance all such matters should be discussed with the QBA Executive Officer. If the matter is not resolved satisfactorily then the grievances should be put in writing to the QBA Board.

2. Committee/Association/Club Matters

In the first instance such matters should be discussed with the members of the relevant Committee, Association or Club. If the matter is not resolved satisfactorily, the grievance should be put in writing to the QBA Board.

3. Coaching Related Matters

In the first instance such matters should be discussed with the relevant coach. If the matter is not resolved satisfactorily than the grievance should be put in writing to the QBA Board.

Process

If a matter cannot be resolved in the first instance and it is then put in writing to the QBA Board than the following process will take place:

- The QBA Board will appoint a person, independent of the situation, to review the grievance. All parties than have 10 days to provide all information relating to the grievance to the QBA Board appointed individual.
- The appointed individual will take all of this information into account and then provide the QBA Board with a recommendation concerning the grievance and what action should be taken.

- The QBA Board will then make judgment on the recommendation and all parties involved in the grievance will be advised of the outcome in writing.

Reasoning

Most grievances can be satisfactorily resolved by those most familiar with the case. The QBA Board should only be considered as an arbiter when all avenues have failed.