



New South Wales Ice Skating Assoc Inc

NSWISA Grievance and Dispute Resolution Policy

Date Approved:	25/02/2020	Effective Start Date:	26/02/2020
Policy Number:	NSWISA021	Version Number:	1.0
Review Date:	February 2021		
Related Policies/Procedures/Forms:	NSWISA011 NSWISA Conflict of Interest Policy ISA Code of Ethics and Behaviour ISA Member Protection Policy ISU Communication 2215 – ISU Code Of Ethics ISU Communication 2265 – ISU Code Of Ethics – Conflict of Interest		

Introduction

NSWISA aim to provide the highest level of delivery of their programs, competitions, events and activities. NSWISA recognises that on occasions, issues can arise that require assistance or support to resolve. Everyone involved in NSWISA is encouraged to raise concerns that they may have regarding the safety, welfare, wellbeing, health and behaviours or conduct of those involved in the sport.

NSWISA has in place a range of policies and procedures for member protection, complaint handling, reporting of concerns, disciplinary action and dispute resolution to ensure any concerns are addressed in a timely and fair manner. When identifying which Policy to follow for different complaints, grievances and/or disputes, refer to Attachment A – NSWISA Complaints, Grievances and Disputes Decision Tree.

1 Purpose of the Policy

This Policy provides a process for dealing with grievances and/or disputes arising from participation in the sport in NSW or involving NSWISA Members.

2 Scope

This Policy applies to all NSWISA Members, Guests from other State Associations, ISA and ISU Members, as well as anyone who attends NSWISA events or has dealings or arrangements with NSWISA or our Members. This Policy will continue to apply to a person even after they have stopped their association or employment with NSWISA and/or an Affiliate if action against that person has commenced.



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3 Commitment

NSWISA and its Affiliates are committed to:

- a. Addressing any legitimate grievance or dispute brought to its attention regarding the welfare, health and safety of all children and young people, members and/or participants in NSWISA and its Affiliates' sanctioned events;
- b. Dealing with all grievances or disputes in a fair, timely and transparent manner, as appropriate;
- c. Escalating a grievance or dispute as appropriate to ensure that appropriate persons are involved;
- d. Considering the reasonable wishes of the parties to a grievance or dispute;
- e. Providing communication on a regular basis as to the progress of the grievance or dispute;
- f. Clearly explaining the next steps and options to all parties involved in the grievance or dispute at every step;
- g. Maintaining appropriate confidentiality regarding grievances or disputes, subject always to legal requirements regarding disclosure;
- h. Reporting any serious issues involving children, young and vulnerable people to relevant authorities, in accordance with relevant State legislation;
- i. Ensuring that the principles of natural justice and procedural fairness are followed when dealing with any grievance or dispute; and
- j. Maintaining appropriate records of any grievance or dispute in a safe and confidential manner.

All grievance and dispute actions undertaken are to remain confidential. Thus, all persons participating in the process, whether directly or indirectly, are to maintain confidentiality at all times. Persons are also to ensure that privacy is maintained throughout and beyond the process at all times. Any breach of confidentiality or privacy may form the basis of formal action against the person who breaches these requirements.

4 Grievance and Dispute Resolution Process

Serious incidents such as harm to a child or young person should be reported to the police.

The first step is to try to resolve the grievance or dispute informally with the parties involved.

Step 1: Talk with the other person (if safe, reasonable and appropriate)

If you feel confident and comfortable to do so, you can approach the other person to discuss the issues and try and resolve the problem directly.

Step 2: Contact a Member Protection Information Officer &/or NSWISA Board Member &/or admin@nswisa.com

We encourage you to talk with our Member Protection Information Officer (MPIO) or designated official (s) if:

- Step 1 (above) is not appropriate



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- You are not sure how to handle the problem by yourself
- You want to talk confidentially with someone and find out what options are available to address your concern, or
- The concern continues after you approached the other person

The MPIO or designated official(s) will:

- Ask how you would like your concern to be resolved and if you need support
- Seek to provide different options for you to address your concern
- Act as a support person, if you wish
- Refer you to an appropriate person (e.g. a mediator) to help you address your concern, if appropriate
- Inform the relevant government authorities and/or police, if required by law to do so
- Where possible and appropriate, maintain confidentiality

Step 3: Decide how to address your concern

After talking with the MPIO &/or designated official(s), you may decide:

- There is no problem
- The problem is minor and you do not wish to take the matter forward
- To try and resolve the problem yourself, with or without a support person
- To resolve the problem with the help of someone impartial, such as a mediator, or
- To resolve the matter through a formal process

If the matter cannot be resolved using the above steps it may be referred to ISA or the relevant authorities.

Version History:

Version	Approval Date	Change
1.0	25/02/2020	Policy Introduction



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Attachment A: NSWISA Complaints, Grievance and Disputes Decision Tree

