



2016 Australian Paralympic Team Policy



2.9 Grievance resolution

a) Policy purpose

The APC seeks to promote an environment where grievances are resolved in a respectful and efficient manner.

b) Policy statement

The APC is committed to encouraging an open environment in which all Team Members can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, the APC is committed to providing fair, just and honest settlement of any grievances.

A grievance is a real or perceived issue causing resentment, suffering or distress. A grievance does not necessarily imply the presence of a disciplinary matter.

Grievances may include but are not limited to:

- Interpersonal conflicts, including APC staff and Team Member conflicts, and conflicts among or between Team Members.
- Lack of communication on performance related issues

c) Implementation Procedures

All Team management, coaches and support staff have the responsibility to identify, prevent, and redress problems in the Team and to handle grievances expeditiously without prejudice or victimisation.

Team Members with a grievance which may affect their performance or level of comfort in the Team, have a responsibility to make it known to either the Manager Team Operations, Head Coach or Chief Medical Officer. Team members who report a grievance understand their responsibility to be open to potential resolution strategies and to partner willingly toward effecting solutions.

All grievances should be treated seriously. They must not be prejudged and must be dealt with in a confidential and discreet manner.

The person who receives the grievance will discuss the complaint in a non-judgmental manner. They will facilitate a resolution or negotiation.

Resolution and follow up:

- Ensure resolutions are fair and reasonable, not creating undesirable precedents or opening the door to more conflict and/or grievances.



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- Follow up and ensure the recommended course of action is carried out.
- A written report should always be prepared, as a formal record of the process followed. This report will summarise the nature of the grievance, the process followed, and outcomes.

If a Team Member is not satisfied with the resolution, he/she may refer the matter to the Chef de Mission through an incident report.

Reference to the Chef de Mission is the final stage of a grievance which does not involve a disciplinary matter. The decision of the Chef de Mission will be final.

d) Applicability

This policy refers to all Team Members.

e) Definitions

Team Headquarters office – The administration space and staff within the Australian Team allotment in the Paralympic Village supporting the operational requirements of all Team members.

Team Member – a person selected by the APC to the 2016 Australian Paralympic Team as either an athlete or team official.

f) Policy officer/contact

This policy is managed by the Team Executive.

g) Authority

This policy is authorised by resolution of the APC Board for immediate implementation.

h) Related Policies

- APC Member Protection Policy
- APC Codes of Conduct
- Disciplinary hearing and appeals

i) References

Flowchart on the following page.



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