



Dispute Resolution Policy & Guidelines

Golden Point Cricket Club Inc. Formed 1910

Policy Statement

Golden Point Cricket Club (GPCC) promotes a culture of strong, productive and positive working relationships between coaches, players, parents and officials. However, GPCC recognises that from time-to-time, disputes (complaints, grievances, or other incidents; hereafter referred to as disputes) may arise that require assistance or support to resolve.

GPCC is committed to dealing with disputes associated with the club or its members in a fair, timely and transparent manner.

It will do this by:

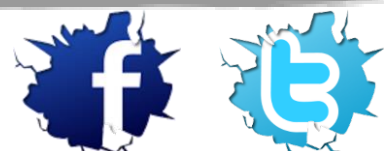
- Supporting informal resolution of disputes, where appropriate.
- Providing formal dispute resolution procedures.
- Providing an incident reporting form for lodging disputes formally.
- Wherever possible, maintaining confidentiality throughout a dispute resolution process.

The guidelines below set out a unified and consistent process for dealing with and reporting disputes associated with GPCC and its members.

The Golden Point Club Executive and Committee of 2018/19 endorse and support this policy statement and the associated guidelines.

Tim Gawne

President, Golden Point C.C.



Guidelines

In most cases disputes can be resolved quickly through an informal internal process. However a dispute may need to be escalated on some occasions. If a dispute arises please follow the steps below.

If a dispute involves the safety of a child, please contact GPCC's Child Protection Contact immediately. For the 2018/19 season, this person is Julian Di Stefano.

E: juliands@unimelb.edu.au M: 0457 837463

1. Try to sort out the matter yourself by informally discussing the dispute with the person or people involved.
2. Raise the dispute with a GPCC representative. Generally this person will be a junior coach, the Junior Coordinator or the club Secretary or President (see contact details below). The GPCC representative will initially try to resolve the dispute informally through discussion.
3. Lodge a formal complaint using the GPCC Incident Report Form. Please submit the form to the GPCC Secretary (Contact details below)

Lodging a formal complaint will instigate a mediation process. Mediation will involve a period of investigation, followed by a hearing where all people involved in the dispute will be given equal opportunity to express their views and opinions.

4. Lodge a formal complaint with an external authority (e.g. Ballarat Cricket Association, Cricket Victoria, Victoria Police, or a Child Protection or Anti-discrimination agency).

2018/19 Contact Details

Junior Coordinator

Steve O'Loughlin

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E: stepheneoloughlin@gmail.com

Secretary

John Ogilvie

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President

Tim Gawne

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Contact details for junior coaches are listed in the [GPCC Junior Cricket Handbook](#).

