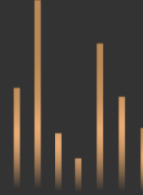




Personal Grievances Policy



NATIONAL
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1. Definitions

In this Policy, the following words have the corresponding meaning:

AusDBF means the Australian Dragon Boat Federation Ltd.

Dragon Boat Organisation means:

- a. AusDBF;
- b. Member States; and
- c. Clubs.

Dragon Boating means the sport of dragon boating, as governed by AusDBF and International Dragon Boat Federation from time to time.

Facilitator means the person appointed to assist in resolving a Personal Grievance in accordance with clause 3.2 of this Policy.

Personal Grievance means any type of interpersonal conflict or dispute between people and/or organisations that arise in the context of their involvement in Dragon Boating, but do not concern or allege a breach of another Dragon Boat Organisation policy.

Policy means this Personal Grievances Policy including any schedules and annexures.

2. Purpose and Scope

This Policy has been adopted to establish a formal process for managing Personal Grievances. It does not apply to matters that are not related to the sport of Dragon Boating or a person's involvement in Dragon Boating.

3. Dealing with Personal Grievances

3.1 Steps for resolving Personal Grievances under this Policy

- a. Where practicable, parties to a Personal Grievance are encouraged to attempt to resolve any disagreement or dispute amongst themselves in the first instance.
- b. Where a Personal Grievance is unable to be resolved independently, or one of the parties to the disagreement is uncomfortable with approaching the other party directly or is otherwise unable to do so, the matter may then be referred to the management of the Dragon Boat Organisation at the level at which the dispute occurred. For example, if the Personal Grievance relates to issues at local club level, it may then be referred to the management of that club.
- c. Where the relevant Dragon Boat Organisation or a member of the administration of the relevant Dragon Boat Organisation is a party to a Personal Grievance, the matter should instead be referred to the management of the Dragon Boat Organisation at the next level up. For example, if a Personal Grievance at local club level involves an individual involved in the running of the club, it should instead be referred to the relevant Member State.
- d. If a dispute is referred to a Dragon Boat Organisation under this Policy, it may, in its absolute discretion, decide:
 - i. to manage the dispute in accordance with clause 3.2 of this Policy; or
 - ii. to manage the dispute in accordance with any other applicable policies; or

- iii. that it is not appropriate for the dispute to be dealt with by the Dragon Boat Organisation (in which case the matter will be considered closed).
- d. If AusDBF or a member of the administration of AusDBF is a party to a Personal Grievance, the Board may, in its absolute discretion:
 - i. refer the matter to the National Sports Tribunal to be managed in accordance with the processes of the National Sports Tribunal; or
 - ii. decide to manage the dispute in accordance with any other applicable policies; or
 - iii. decide that it is not appropriate for the dispute to be dealt with by AusDBF (in which case the matter will be considered closed).
- e. The matter will be considered closed under this Policy once the process under clause 3.2 has concluded. Any ongoing issues between the parties must be dealt with by them in their personal capacity, unless either party engages in conduct that would amount to a breach of another policy, which should then be handled in accordance with the applicable policy (for example, the AusDBF Complaints, Disputes and Discipline Policy).
- f. Any costs associated with appointing an independent third party to help facilitate a resolution to the Personal Grievance will be apportioned as agreed between the parties (with such discussion facilitated by the Dragon Boat Organisation) before the facilitated resolution session commences. If agreement cannot be reached, the session shall not proceed.
- g. If AusDBF refers a matter to the National Sports Tribunal, the application fee may be paid by one party, or by the parties together, apportioned as determined by AusDBF or as otherwise agreed between them. Service charges may also be payable to the National Sports Tribunal, which will be negotiated as between the parties to the matter and the National Sports Tribunal, and determined by the National Sports Tribunal CEO.

3.2 Facilitated resolution of Personal Grievances

- a. A Facilitator shall be appointed to assist in resolving the matter.
- b. The individual appointed as Facilitator does not require formal qualifications as a mediator or conciliator but must be a person who the relevant Dragon Boat Organisation considers to be sufficiently independent of the parties and capable of facilitating a discussion to resolve Personal Grievances. The relevant Member Protection Information Officer may not be appointed as Facilitator because they are not considered to be independent.
- c. The Facilitator will encourage each party to listen to the other party's perspective and may make suggestions about possible ways of resolving the grievance but cannot impose a resolution.
- d. The parties must participate in the facilitated discussion in good faith.
- e. The facilitation process will be concluded either when the parties agree on an outcome, or after 14 days or such longer period as agreed by all parties involved if a resolution cannot be reached.

4. National Integrity Framework

The AusDBF NIF does not apply to this Personal Grievances Policy but sits alongside it. When interpreting this Policy, any provisions inconsistent with the AusDBF NIF apply only to the extent of that inconsistency.