

# Ice Hockey Queensland Inc Policy Document

## GRIEVANCES

(Dispute Resolution and Discipline 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 Associations Incorporation Act (1981).

### POLICY

Grievances will only be considered by IHQ Executive as per the following:

#### 1. Administrative and Payment Related Matters

In the first instance all such matters should be discussed with the IHQ Administrator. If the matter is not resolved satisfactorily then the grievance should be put in writing to the IHQ Executive.

#### 2. Committee/Club Matters

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

#### 3. Rink Related Matters

All grievances relating to the ice rinks should be directed to the relevant rink manager.

#### 4. Coaching Related Matters

In the first instance such matters should be discussed with the relevant coach. If the matter is not resolved satisfactorily the grievance should be put in writing to IHQ Director of Coaching.

### REASONING

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

## ## ##

<b>Authority</b>	Ice Hockey Queensland Inc Executive on 30 June 2008 <i>Associations Incorporation Act 1981 (Qld)</i> <i>Associations Incorporation Regulation 1999 (Qld)</i>				
<b>Application</b>	IHQ Inc and all of its affiliates				
<b>Policy No.</b>	<b>B22/2008</b>	<b>Review date</b>	June 2011	<b>Effective from</b>	1 July 2008