

South Australian Ice Skating Association Incorporated

Grievance Policy

Authority: SAISA Inc Board

Application: This policy applies to SAISA Inc and all of its affiliates

INTRODUCTION

SAISA is committed to promoting a safe, supportive sporting environment for ice skating.

This policy applies to SAISA members, parents/guardians/carers, affiliated Clubs and their members and includes teams, volunteers, employees and coaches.

PURPOSE

Adults often do not realise that their actions can significantly impact on children, causing them distress.

In return children often do not realise that adults can find it difficult to recognise problems that would cause a child to be worried or unhappy.

Children and young people are equally as entitled to complain as an adult.

Equally, adult members, parents, guardians and carers of SAISA members must be assured that they will also be listened to and appropriate action taken if they have cause for concern or complaint.

The welfare of all members is important. For this reason SAISA has created a grievance procedure and has available a Member Protection Policy, Member Protection Information Officers, Codes of Conduct, and recommends Play by the Rules.

GREIVANCE PROCEDURE

To work towards a culture where all our members and associates feel able to speak to other members about their worries SAISA has sought to establish a straightforward process for raising any concerns members may have. This is outlined in a separate document titled '**Grievance Procedure**'; the document is to be found on the SAISA website.

PREVENTATIVE MEASURES

The following can help prevent grievances but when they occur they can also be used to resolve the issues. They can be found on the SAISA website.

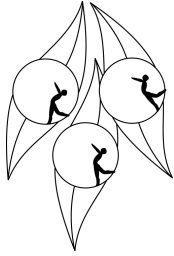
Member Protection Policy

This policy covers harassment, bullying and child abuse and contains extensive complaints handling procedures and codes of conduct.

Codes of Conduct (also called codes of behaviour or ethics)

Many issues arise because the code of conduct hasn't been followed.

In the Member Protection Policy there are codes for coaches, administrators, parents, officials and spectators. These are the codes members agree to follow when becoming a SAISA member.



South Australian Ice Skating Association Incorporated

Grievance Policy

Authority: SAISA Inc Board

Application: This policy applies to SAISA Inc and all of its affiliates

Coaches who are registered with APSA (the professional skater's association) also have further codes of ethics.

Play by the Rules

This is a useful site for information on how to make a safe, supportive sporting environment. There are also courses you can do on-line in your own time and at your own speed, which will help you identify and resolve problems. Committee members, coaches and officials are expected to complete the appropriate course. Any member is able to do the course for his or her own benefit.

Authorisation: date: JULY 2015

name: South Australian Ice Skating Association Incorporated