

### **Part 3 Complaint, Discipline and Appeals**

Despite people's best intentions in any work-place or voluntary organisation, issues arise from time to time that cause grievance, dispute or the necessity to apply a disciplinary measure.

Nenagh Éire Óg Hurling & Football GAA club is a voluntary, sporting organisation and on that basis, every effort should be made to avoid formal disciplinary and grievance procedures wherever possible. Early and very informal interventions in mediation and counselling should be actively used by Club managers, mentors and coaches to prevent situations that might otherwise escalate into a more serious situation later.

Inevitably however, there will be situations that arise from time to time where best informal efforts at mediation and counselling fail to resolve grievance, disciplinary or relationship situations. It is in this context, and **only** in this context, that a more formal and structured approach will be applied.

These more formal approaches have been established to provide a fair, transparent and consistent procedure that provides due process to all parties to the grievance or disciplinary matter.

#### **Complaints procedure**

A grievance means a complaint or dispute by a Club member on any matter. It is desirable that any such complaints are settled as quickly and as low key as possible. Members are encouraged to try to settle their complaint informally before following the process outlined below:

1. The member should present their grievance to their Team Manager / Club official.
2. If the matter is not resolved within 2 weeks, the member (accompanied by a fellow member if he/she desires) should present their grievance to a **Complaints Review Group**. This group will examine the issue and interview both the member concerned and his/her coach. The member may be accompanied by a fellow member if he/she desires.
3. If the matter is still not resolved within a 2 week period, the member may then present their case to the Club executive officer committee. Such an appeal will be considered by the Club executive officers and the club member will be advised of their decision within seven days of their meeting. The club member may be accompanied by a fellow member if he/ she desires.
4. The decision of the Club executive officers will be final.