

## School of Sport Education NT

### Complaints and Grievances Policy.

**Policy number: 5**

**Version 1: January 2021**

**To be reviewed: November 2024**

**Person responsible: Principal, School of Sport Education NT**

#### **Introduction**

A grievance or complaint may be raised by, or against, anyone within the School of Sport Education NT network: SSNT Board member, staff member of the School of Sport Education NT, volunteer team official, parent, guardian or student participant

#### **Purpose**

This policy outlines the process in raising and dealing with a grievance or complaint.

#### **Policy**

Once a grievance has been raised, the parties involved must attempt to resolve the dispute between themselves within 14 days of the dispute coming to the attention of each party.

If the parties are unable to resolve the dispute within 14 days they must, within a further 10 days -

- a. Notify the School of Sport Education NT through the [admin.ssnt@education.nt.gov.au](mailto:admin.ssnt@education.nt.gov.au) email address of the ongoing dispute;
- b. Agree to the appointment of a mediator; and
- c. Attempt in good faith to settle the dispute by mediation.

The mediator must be -

- a. A person chosen by agreement between the two parties; or
- b. In the absence of agreement, a person appointed by the School of Sport Education NT.

The mediator must not have a personal interest in the dispute nor show bias in favour of, or against any party.

In conducting the process of mediation, the mediator must, -

- a. Give each party every opportunity to be heard;
- b. Allow due consideration by all parties of any written statement submitted; and
- c. Ensure that natural justice is accorded to all parties.

If the mediation process does not resolve the dispute, the parties may seek to resolve the dispute in accordance with the Association's Act or otherwise at law.

#### **Definition**

Natural Justice - The accepted notion of natural justice is that everyone is entitled to a decision by a disinterested and unbiased adjudicator, and that the parties shall be given adequate notice of the case against them, and a right to respond.