

POLICY	Integrity
TITLE:	Personal Grievances Policy
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TABLE OF CONTENTS

1.	POLICY INTENT	3
2.	DEFINITIONS	3
3.	DEALING WITH PERSONAL GRIEVANCES	3
3.1	INFORMAL STEPS FOR RESOLVING PERSONAL GRIEVANCES UNDER THIS POLICY	3
3.2	FACILITATED RESOLUTION OF PERSONAL GRIEVANCES	4
4.	NATIONAL INTEGRITY FRAMEWORK	4

1. POLICY INTENT

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 Paddling or a person's involvement in Paddling.

2. DEFINITIONS

In this Policy the following words have the corresponding meaning:

Facilitator means the person appointed to assist in resolving a Personal Grievance in accordance with clause 2.2 of this Policy.

NST means the National Sports Tribunal.

PA means Paddle Australia Limited (ABN 61 189 833 125).

Paddling means the sport of paddling, as governed by PA and International Canoe Federation from time to time.

Paddling Organisation means any of the following organisations:

- (a) PA;
- (b) each State Paddle Association recognised as a Member State of PA; and
- (c) each club or association admitted as an Affiliate Member of Paddle Australia.

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

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

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 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 Paddling Organisation at the level at which the dispute occurred. For example, if the Personal Grievance relates to issues at local club level, it may be referred to the management of that club.
- (c) Where the relevant Paddling Organisation or a member of the administration of the relevant Paddling Organisation is a party to a Personal Grievance, the matter should instead be referred to the management of the Paddling 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 PA or a member of the administration of PA is a party to a Personal Grievance, the matter should instead be referred to the NST and managed in accordance with the processes of the NST.
- (e) The relevant Paddling Organisation responsible for dealing with the Personal Grievance, or the NST (as the case may be), must follow the process for facilitated resolution under clause 2.2.
- (f) The matter will be considered closed under this Policy once the process under clause 2.2 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 PA Complaints, Disputes and Discipline Policy).

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 Paddling 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 matter but cannot impose a resolution. The parties to the Personal Grievance must participate in the facilitated discussion in good faith.
- (d) 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 if a resolution cannot be reached.

4. NATIONAL INTEGRITY FRAMEWORK

The PA National Integrity Framework does not apply to this Policy but sits alongside it. When interpreting this Policy, any provisions inconsistent with the PA National Integrity Framework apply only to the extent of that inconsistency.