



SAFSA WP

GRIEVANCES POLICY

GRIEVANCES POLICY

1. PURPOSE

The purpose of this policy is to provide a structured and transparent process for resolving complaints and grievances within SAFSA WP. This ensures that all members, including skaters, coaches, parents and officials, have a fair and effective mechanism to raise concerns and seek resolution.

2. SCOPE

This policy applies to all SAFSA WP members, including skaters, coaches, officials, administrators, and parents, in matters related to the association's operations, competitions, training and conduct.

3. PRINCIPLES

- All grievances will be handled fairly, consistently, and confidentially.
- No individual will be penalised for lodging a grievance in good faith.
- The process will aim for a timely and amicable resolution.

4. COMPLAINTS AND GRIEVANCE SUBMISSION PROCESS

- Any member with a complaint or grievance must submit it in writing to the SAFSA WP Committee.
- The written complaint must include: a clear description of the issue, relevant facts and any supporting documentation.
- A complaint will be dealt with in an informal manner, it will usually be dealt with by way of a meeting between the member who has lodged the complaint, the member against whom the complaint has been made and the Committee Member in charge of Rules and Regulations.

- Grievances should be submitted within a reasonable time frame after the incident occurs.
- If a grievance is of a serious nature and requires an external Company to handle the grievance, then in this event the Committee at its sole discretion, shall have the right to require the member to pay a deposit to cover the costs of the external company.
- Depending on the outcome of the grievance such deposit shall be forfeited to SAFSA WP, or it will be refunded to the member.

5. INVESTIGATION AND RESOLUTION

- Upon receipt of the grievance, the SAFSA WP Committee will acknowledge receipt and initiate an investigation.
- The Committee will consult relevant parties and request additional information as needed.
- Thereafter the Committee will make a decision as to how the grievance should be dealt with, in particular whether the member against whom the grievance has been made should be required to attend a disciplinary enquiry.
- If the SAFSA WP Committee is of the opinion that a disciplinary enquiry is not required this decision and a resolution plan will be communicated in writing to the complainant within a reasonable timeframe.

6. APPEALS PROCESS

- In the event of a disciplinary enquiry taking place the outcome of such enquiry will be communicated to the member concerned.
- The member concerned shall have the right to lodge an appeal to the Executive Committee of SAFSA within ten (ten) days of receiving the decision.
- The Executive Committee will review the Appeal and provide a final decision.

- In the event of the SAFSA WP Committee failing to deal with the complaint or a grievance within a reasonable period of time then the member may escalate the grievance to the SAFSA Executive Committee (Rules and Regulations Committee)

7. CONFIDENTIALITY AND RECORD KEEPING

- All grievances and related communications will be kept confidential to protect the privacy of all parties involved.
- Records and grievances and resolutions will be maintained securely by SAFSA WP for future reference.

8. NON-RETALIATION

- SAFSA WP strictly prohibits retaliation against any individual who raises a grievance in good faith.
- Any act of retaliation will be subject to disciplinary action.

9. COMPLIANCE AND AMENDMENTS

- This policy is subject to amendment by the SAFSA WP as required. Any changes will be communicated to members.
- Failure to comply with this policy may result in disciplinary action.

For any queries or to submit a grievance, please contact the SAFSA WP Committee.

THE SAFSA WP COMMITTEE

February 2025

