



How to Adopt This Policy (Guide for Clubs)

This short guide helps **Clubs** formally adopt the **Grievance Procedure**, so it is valid, compliant, and easy to implement. *This guide helps Clubs meet their obligations under Section 47A of the Associations Incorporation Act 1981 (Qld) and align with QRL governance expectations.*

1. Review Your Club's Constitution

- Confirm whether your Constitution already includes a grievance or dispute resolution clause.
- If it does **not**, Section 47A of the *Associations Incorporation Act 1981 (Qld)* requires your Club to adopt a compliant grievance procedure.
- The QRL Model Rules and QRL governance requirements also expect Clubs to maintain clear and fair dispute resolution processes.

2. Formally Approve the Policy

Your Committee should:

1. Table the Grievance Procedure Template at a Committee meeting.
2. Pass a motion adopting it as an official Club Policy.
3. Record the adoption decision in the meeting minutes.

Suggested Motion:

"That the Grievance Procedure, compliant with Section 47A of the Associations Incorporation Act 1981 (Qld), be adopted as an official policy of [Insert Club Name]."

3. Make the Policy Accessible to Members

After adoption, ensure the policy is easy for members to access:

- Upload it to the Club website
- Include it in registration/onboarding packs
- Provide it to coaches, team managers and volunteers
- Display it with other Club policies (e.g., Code of Conduct)



4. Update Club Documents

To ensure consistency, Clubs should:

- Reference the policy in the Constitution or Bylaws under "Dispute Resolution" or "Grievances"
- Update the Club's Policy Register (if used)
- Confirm alignment with QRL Rules, including:
 - *QRL Rules of Administration*
 - *QRL Member Protection Framework*
 - *QRL Tribunal and Disciplinary Rules*

5. Train Key Personnel

Ensure those responsible for handling complaints understand the policy:

- President
- Secretary
- Member Protection Information Officer (MPIO)
- Volunteer Coordinator
- Committee members

6. Implement and Communicate the Process

Clubs must:

- Respond to complaints in accordance with the timelines in the policy
- Follow mediation requirements (mandatory under s.47A)
- Ensure decisionmakers and mediators are unbiased
- Remind members they may appoint any person to act on their behalf

7. Review Annually

Each year, the Committee should:

- Review the policy for accuracy
- Ensure it still complies with Queensland legislation and QRL rules
- Update it when QRL issues revised governance or policy frameworks