



The following relates to procedures volunteers can follow if they have a grievance about their conditions or another volunteer, coach, official, committee member or The South Australian Judo Academy (SAJA).

Step 1:

- The volunteer may approach the relevant Coach or Team Manager, for discussion and advice on the issue. This discussion is strictly confidential.

Step 2:

- If the problem is not resolved in Step 1, the volunteer may put the issue in writing to SAJA.
- SAJA shall as soon as practicable, but within 7 days, forward written details of the dispute to all parties to the dispute, requiring the parties to meet to discuss and attempt, if possible, to resolve the dispute within 14 days after the dispute comes to the notice of all parties.

Step 3:

- If the parties are unable to resolve the dispute at the meeting, or if any party fails to attend that meeting, then the parties must, within 14 days, hold a meeting in the presence of a mediator.
- The mediator must be:
a person chosen by agreement between the parties; or
in the absence of agreement a person appointed by SAJA.
- The mediator cannot be a member who is a party to the dispute.
- The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.
- The mediator, in conducting the mediation, must:
give the parties to the mediation process every opportunity to be heard; and
allow due consideration by all parties of any written statement submitted by any party; and
ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
- The mediator must not determine the dispute.

Step 4:

- If the mediation process does not result in the dispute being resolved, the parties may seek to resolve the dispute at law.