



## **MANLY 16FT SKIFF GROUP**

POLICY DOCUMENT

# **ESCALATION AND DISPUTE RESOLUTION**

Revision: 4  
Date: 17 August 2022



# ESCALATION AND DISPUTE RESOLUTION

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## Applicability

All sailors and volunteers involved with sailing at Manly 16ft Skiff Group clubs, Manly 16ft Skiff Sailing Club and St George Sailing Club (“the Club”). This policy does not cater for issues of a non-sailing nature.

## Overview

The Club aims to be as approachable as one can expect and fair to all sailors and their families. As one can also expect, an organisation as large as ours requires correct procedures to deal with any matters that may arise in a fast, friendly and confidential way.

The escalation procedure aims to help you identify your contact in the event of an issue with a matter involving sailing administration and or management both on and off the water and how to escalate the issue to the next level, if needed. However, if the matter involves a serious issue pertaining to child abuse, harassment or likewise proceed immediately to the Commodore or appointed representative.

### ***The following guidelines are recommended:***

- Any action agreed between you and the Club should have an agreed time or date by which the action is expected to be completed. Always make a note of who you spoke to.
- Always keep a written record of all communications with regard to the issue. It might be useful at a later stage.
- Do not jump a step in the escalation sequence unless the contact does not respond to your call within the time restraints of the issue.

## Escalation Steps

Below you will find a step-by-step process on how to escalate any issues within the Club.

### *Step 1:*

Contact the Commodore or appointed representative in writing for action. If this matter is between two parties, a mediation meeting will be set with the Commodore or appointed representative and a member from the relevant sailing committee to resolve the issue within a seven (7) of receipt of the said issue. If issue is not resolved satisfactorily within agreed time, please process to step 2.

### *Step 2:*

If the outcome from the first step is not satisfactory then the matter is then forwarded to the next scheduled sailing meeting of the relevant sailing committee together with the findings of the mediation meeting for a resolution from the sailing committee. If issue is not resolved satisfactorily within agreed time, please process to step 3.

### *Step 3:*

If the outcome of the first two steps is not satisfactory, the findings of both the mediation meeting and the sailing committee and a copy of the original breach in writing are to be put forward for a meeting with both the Club President and Commodore, or their appointed representative(s), and the parties involved in the dispute for a decision. If issue is not resolved satisfactorily within agreed time, please proceed to step 4.

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## *Step 4:*

If there is no satisfactory outcome from the first three steps, then the matter is to be forwarded with the findings of all three previous steps for a final decision to be made by the Board of Directors of Manly 16ft Skiff Sailing Club Ltd.

## **Authority**

This document has been prepared and approved in accordance with the Club Constitution by the Board of Directors.