DISPUTE RESOLUTION PROCESS

HANDY TIPS FOR CLUBS

FOOTBALL VICTORIA

- ***Be Credible***
  It's important your members feel comfortable and safe that their issues or concerns will be taken seriously.

- ***Be Sensitive***
  Members want to be reassured their complaint will be handled confidentially, and that raising the issue or grievance will not harm their position or membership at their club.

- ***Seek Clarification***
  Enable the facts and issue in disputes to be clarified but also encourage open expressions of opinions and most importantly to recognise their feelings. Do not dismiss how one feels.

- ***Encourage Listening***
  Listening to your members will assist you to understand what the issue is really about. There may be a misunderstanding that can be resolved immediately. Good listening will help manage and or determine the real issue raised by the club member. A good dispute resolution process reassures members that they are being heard.

- ***Set Expectations***
  Inform the member that the dispute can be resolved between the two parties concerned but also acknowledging that more serious issues can be escalated.

- ***Establish and escalation process***
  Provide a clear process for the dispute resolution process.

- ***Be consistent***
  Being consistent is the key to credible dispute resolution. Outline the clubs values and objectives and that all disputes will be dealt with fairly with all parties.

- ***Be Quick***
  Be effective and efficient with all disputes is the desirable. This demonstrates that the club takes all disputes resolutions seriously. The longer you deal with the dispute, the greater chance of ongoing conflict between the parties.

- ***Be Transparent***
  Members need to have a clear understanding of the process, and know what the potential outcomes may be - Be Clear.

CREATION 16/07/2025 – GUIDANCE FROM FAIR WORK COMMISSION