



DISPUTE RESOLUTION PROCESS

- Do not conduct disputes on the court or in front of players, especially juniors.
- **CAPTAIN ONLY** may approach umpires at $\frac{1}{2}$ time for *rule clarification*, not disputes.

COURT SUPERVISOR:

Ask for a court **supervisor** to assess the issue first hand. It will be too late **after the game**.
The committee cannot pass judgement on incidents if not witnessed by an UNBIASED source.

UMPIRES:

Do not **ever** approach, harass or criticise **TRAINEE** umpires – this is called “**BULLYING**” and strict penalties will apply.

- *All have the courage & commitment to be participating*
- *All are supervised*
- *All have satisfied minimum accreditation requirements*
- *Consider that their knowledge of the game may be greater than yours.*
- *Consider that your interpretation of events will naturally be biased.*
- *It may be your daughter / son one day!*

ADMINISTRATORS & OFFICIALS:

Do not engage in disputes with officials / administrators.

*They are all **VOLUNTEERS** creating the opportunity for YOU / YOUR children to participate.*

COOL OFF FIRST:

It is wise to go home and reflect on the issue concerning you before taking action. Generally you will be frustrated and upset and may say or write things that you will regret.

GRIEVANCE REPORT:

Grievances **WILL NOT** be discussed at the courts **OR** on the telephone.

If you would like a formal investigation and response from the Committee, you will need to download a **Grievance Form** from the website.

This will need to be completed and signed by your **OFFICIAL TEAM MANAGER**.

We will then obtain reports from the opposing team, both umpires and relevant spectators and discuss at the following committee meeting.

A written response will then be forwarded TO the TEAM MANAGER and appropriate action taken.