



NTBA Grievances and Disputes

Preamble

The NTBA strives to administer and promote the sport of badminton in a fair and constructive manner for all participants, and will do all in its power to prevent situations that result in grievances and disputes. However, these situations will inevitably occur, and where they do, the NTBA is committed to resolving issues as fairly, equitably and quickly as is possible. This document outlines the actions that will be taken should a complaint be raised, and the rights and responsibilities of the parties involved as described under section 56 of the NT Badminton Association Constitution. The constitution is available online at www.ntbadminton.org.au, or by request to admin@ntbadminton.org.au.

1. This procedure will apply by default where a complaint is made in writing to admin@ntbadminton.org.au, or posted to

NT Badminton Association Inc.
P.O. Box 4413
Darwin
NT 0801
2. It is assumed that all complaints received are made in good faith.
3. In the event that a complaint may be related to criminal activity, the complaint may be referred to the Police or relevant authority.
4. This procedure applies to disputes between
 - (a) a member and any other member
 - (b) a member and the NTBA Committee as a body
5. Within 14 days after the dispute comes to the attention of the parties to the dispute, they must meet and discuss the matter in dispute, and, if possible, resolve the dispute.
6. If the parties are unable to resolve the dispute at the meeting, or if a party fails to attend that meeting, then the parties must, within 10 days after the meeting, hold another meeting in the presence of a mediator.
7. Any person can be a mediator (including association members) providing that they meet the requirements set out in this document.

8. The mediator must be –
 - (a) a person chosen by agreement between the parties
 - (b) in the absence of agreement –
 - (i) for a dispute between a member and another member – a person appointed by the Committee
 - (ii) for a dispute between a member and the Committee – a person who is a mediator appointed or employed by the relevant government department.
9. The mediator cannot be a party to the dispute.
10. The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.
11. The mediator, in conducting the mediation, must –
 - (a) give the parties to the mediation process every opportunity to be heard
 - (b) allow due consideration by all parties of any written statement submitted by any party
 - (c) The mediator will afford equally to both parties impartiality and fairness.
12. The mediator will not decide or resolve the dispute – it must be a mutual agreement between both parties.
13. Where a complaint is made and the complainant fails to engage with the mediation process, the complaint may be considered closed by the NTBA Committee once all obligations as per section 56 of the NTBA Constitution are otherwise satisfied.
14. The NTBA Committee may, at its discretion, take action against a member as a result of a complaint, where there is sufficient reason to believe that not taking action may result in undue risk or disruption to other members of the NTBA.