**CD Phoenix Sussex Netball Club**

**Resolutions Procedure**

1. The following resolutions procedure is for anyone related to CD Phoenix Netball Cub, including coaches, assistant coaches, team managers, players and parents.
2. This resolutions procedure has been developed to help deal with concerns, problems, complaints or grievances fairly, consistently and speedily.
3. This procedure should be used to settle all issues you wish to raise. The purpose is to settle any issue fairly, simply and quickly.
4. You should first discuss your grievance with the person involved to try and resolve the matter amicably without recourse to this procedure.
5. If this does not resolve the matter you should raise your issue with the Club Resolutions Officer. If the person concerned is the Club Resolutions Officer then you should email the Club Chair.
6. You can contact the Club Resolutions Officer on [resolutionscdphoenix@outlook.com](mailto:resolutionscdphoenix@outlook.com)
7. The Club Resolutions Officer will:

* investigate all complaints or issues brought to the attention of the Committee.
* investigate issues and complaints fairly, consistently and speedily.
* establish the facts in each case.
* communicate findings to the parties involved and bring the case to resolution.
* record the outcome of investigation and report to the Committee.
* keep details of each investigation confidential, reporting outcomes to those involved and the Committee.

1. The Club Resolutions Officer will ensure that there is no unreasonable delay in the implementation of this procedure.

May 2018