

# Tenpin Bowling Association of Queensland (TBAQ) Inc



## Dispute Resolution Policy

The purpose of this Procedure Manual is to ensure consistency in providing a decision making process to address disputes and grievances.

# DISPUTE RESOLUTION PROCEDURE

The object of this procedure is to promote resolution of disputes or grievances within the sport by consultation, co-operation and discussion and to promote efficiency and effectiveness in the provision of services.

TBAQ follow the Dispute Resolution process as outline by the National Sporting Organisation: Tenpin Bowling Australia Limited (TBAL).

The TBAL Rule Book for League, Tournaments and General Playing Rules V7.2 outlines the following:

## **RULE 215 DISPUTES/RULE QUERIES**

In the event of a dispute or rule query, the organisational body responsible for the people with the dispute or query should resolve the matter. If it cannot be resolved at that level, the next highest organisational level should rule. If the dispute gets to Association level, then the Association should rule. If there is still no resolution, the State Association should rule. If there is still no resolution, the State Manager can be called upon to rule and/or refer the matter to TBAL to be dealt with.

## **RULE 802 MANAGEMENT AUTHORITY, - DISPUTES - PROTESTS - RULES**

The Managing Committee or Board of Directors of the tournament must decide upon all disputes, complaints or protests relating to any claim, controversy or violation in the tournament involving any TBAL or tournament rule. It will have the authority to hear and the power to decide, proper appeals from the decision of the Tournament Director or any tournament employee. The Committee or Board has the authority to adopt, enforce or revoke any of its own tournament rules as may be found necessary to the successful conduct of such tournament when not inconsistent with the rules of TBAL, provided such rules are submitted to and approved by TBAL prior to their publication on the tournament entry form or publicity material. The decision of the Committee or Board will be final except where an appeal is made to TBAL for its further consideration.

As outlined in the TBAL By-Laws 2.9 item 30, the TBAL Rules and Ethics Committee are the higher body for referral for personal grievances.

### **RULES AND ETHICS COMMITTEE**

A Rules and Ethics Committee has been established and comprising of one TBAL Director, who shall be the Chairperson and four other persons (1 an alternate) selected or appointed by the CEO.

- a) The functions of the Committee shall include:
  - i) the resolution of disputes involving interpretation of Rules established by TBAL or any Licensed Association or league provided that the parties shall first endeavour to resolve them by reference to TBAL Rule 215.
  - ii) The consideration of and recommendation on matters referred to it by TBAL
- b) Affiliated members dissatisfied with any ruling by the Rules & Ethics Committee may appeal the decision to an independent specialist body designated by TBAL for this purpose.

