

SORRENTO DUNCRAIG JUNIOR FOOTBALL CLUB

COMPLAINTS HANDLING PROCEDURES

1. PURPOSE

- 1.1. The following procedures are designed to provide members and officials of the Sorrento Duncraig Junior Football Club (SDJFC) with a mechanism in resolving complaints or issues in a timely manner and allowing for procedural fairness.

2. SCOPE

2.1. Complaints relating to the Rules or Operation of the SDJFC

- 2.1.1. Section 37 of the SDJFC Constitution provides for complaints relating, but not limited to, the management of the SDJFC, application of the rules, harassment, equal opportunity, and conduct of a committee member(s).
- 2.1.2. Complaints made under 2.1 of these procedures, shall be in writing to the Secretary who shall refer the matter to the Executive Committee at the next available meeting.
- 2.1.3. The process to be conducted shall be in accordance with Section 37 of the Constitution (Appendix 1).

2.2. Match day or Operational Complaints

- 2.2.1. Examples of match day or operational complaints may include but are not limited to: disputes between members, team allocation issues, complaints about coaches, players parents, coaching appointments and individual team issues.
- 2.2.2. All match day and operational complaints shall be handled in accordance with the procedures and principles contained in this document.

3. GUIDING PRINCIPLES

- 3.1. The following key principles should apply when dealing with all complaints.

- **Treat** complaints seriously;
- **Act** promptly;
- **Treat** people fairly and listen to both sides of the story;
- **Stay** neutral;
- **Keep** parties to the complaint informed;
- **Try to Maintain** confidentiality if possible;
- **Protect** against victimisation;
- **Keep** accurate records;
- **Make** decisions based only on information gathered not personal views;
- **Disciplinary** action should be relative to the breach.

- 3.2. Guiding Principles and additional resources can be found in www.playbytherules.net.au.

- 3.3. Where possible an attempt must be made to resolve all complaints at the lowest level available. Escalation of each step should only occur when previous resolution options were not successful.

4. PROCEDURES

- 4.1. Attempt to resolve the complaint with the person directly. In the case of a complaint involving the team coach (eg game time or positional placements) the person should attempt to raise with the coach directly or Team manager if applicable. NOTE: Issues relating to pre-season matters, ie Team Allocation should be raised with the relevant Age Coordinator (ie Auskick, Modifieds or Youth).
- 4.2. If discussions with the team coach or manager are unsuccessful in reaching a resolution, the complaint should then be raised with the relevant age coordinator.
- 4.3. The age coordinator will consider the complaint and may:
 - 4.3.1. Provide direct response, especially where the matter relates to clarification of club policy of competition bylaws;
 - 4.3.2. Liaise with the relevant party(s) to obtain further details and ascertain facts of the matter. In doing so, the Age Coordinator may:
 - 4.3.2.1. Interview parties and witnesses personally; or
 - 4.3.2.2. Appoint another person to investigate the complaint on his/her behalf.
 - 4.3.3. Once the facts have been obtained and following consideration of the matter the Age Coordinator may provide a response to parties verbally or in writing, either
 - 4.3.3.1. Dismissing the complaint; or
 - 4.3.3.2. Confirming the complaint to be proven and implementing corrective action.
 - 4.3.4. The Age Coordinator may elect to refer the complaint for consideration by the Football Operations Committee if he/she believes that the matter is serious enough to require further oversight.
 - 4.3.5. Where practicable, the Football Operations Committee shall, within seven calendar days, meet in person or liaise via email to consider the matter and provide a response and/or take appropriate action to resolve the complaint.
 - 4.3.6. The Football Operations Committee may enquire into the complaint in the same manner as stipulated in 4.3.
 - 4.3.7. If the complaint is unresolved, parties may refer the matter to the Executive Committee in accordance with Section 37.2 of the SDJFC's Constitution.

5. CONFIDENTIALITY AND RECORDS

- 5.1. Confidentiality must be maintained throughout the complaints process. All parties to a complaint must all agree, to the maintenance of confidentiality.
- 5.2. The SDJFC shall ensure that any documents relating to a complaint shall remain confidential and be retained for seven years from the date the complaint is made.

6. MONITORING AND REVIEW OF THE POLICY

- 6.1. The Policy will be monitored on an ongoing basis by the SDJFC's Executive Committee.

7. COMMENCEMENT

- 7.1. The Complaints Handling procedures were passed at a meeting of the Club's Executive Committee on 11 October 2017.

Appendix 1

(Extract from Section 37.2 of the SDJFC Constitution)

37.2 Complaints relating to the Rules or Operation of the Club

- 1.1.1. All complaints relating but not limited to: the management of the Club, application of the rules, harassment, equal opportunity, conduct of a committee member(s) shall be addressed using the following process:
- 1.1.2. The complaint shall be in writing to the Secretary who shall refer the matter to the Executive Committee at the next Executive Committee meeting.
- 1.1.3. If the President considers the matter to be urgent, he/she may call for a special Committee meeting to be held to address the complaint.
- 1.1.4. The Secretary must give parties to the dispute written notice of the committee meeting at which the dispute is to be considered and determined at least seven days before the next Executive Committee meeting is to be held. If the matter is to be addressed at a special Committee meeting, then the Secretary must give parties written notice at least forty eight hours prior to the meeting.
- 1.1.5. The notice given to each party to the dispute must state —
 - 1.1.5.1. when and where the committee meeting is to be held; and
 - 1.1.5.2. that the party(s), may attend the meeting and will be given a reasonable opportunity to make written or oral (or both written and oral) submissions to the Executive Committee about the complaint.
 - 1.1.5.3. Legal representation is not permitted.
- 1.1.6. At the committee meeting at which a dispute is to be considered and determined, the committee must —
 - 1.1.6.1. give each party to the dispute, a reasonable opportunity to make written or oral (or both written and oral) submissions to the committee about the dispute; and
 - 1.1.6.2. give due consideration to any submissions so made; and
 - 1.1.6.3. determine the dispute.
 - 1.1.6.3.1. In determining the dispute, the committee may:
 - 1.1.6.3.1.1. Determine the dispute directly:
 - 1.1.6.3.1.2. Nominate an independent person to investigate the matter and provide a report to the committee: or
 - 1.1.6.3.1.3. Nominate an independent person to mediate the complaint in an effort to resolve the matter.
- 1.1.7. The Executive Committee must give each party to the dispute written notice of the committee's determination, and the reasons for the determination, within 7 days after the committee meeting at which the determination is made.
- 1.1.8. The Decision made by the Executive Committee is final.
- 1.1.9. Parties who are still aggrieved by the decision of the Executive Committee may elect to constitute a Special General meeting in accordance with 26.3.2.