



WYNDHAMVALE FOOTBALL CLUB

GRIEVANCE POLICY & PROCEDURES

Grievance Procedures

The Wyndhamvale Football Club is committed to that of fair play and efficient resolution of complaints received in relation to the sporting activities that are offered by the Club.

When making an informal or formal complaint the documents are available at the Clubrooms or via download at on the Club website. The following Sections outline the steps and processes that can be taken. These processes also form part of our Member Protection Policy.

Complaints Handling Framework

- Provides an efficient, fair and accessible mechanism for resolving complaints.
- Monitors complaints in an endeavour to improve the quality of services.
- Promotes a positive attitude towards members and complaints handling.
- Ensures all parties are treated fairly and with respect. This applies to the complainant, the respondent, and the Committee members making decisions on behalf of the club.
- Recognises that the principles of Natural Justice are the minimum standards of fairness to be applied in the investigation, mediation, and adjudication of a dispute;

Natural Justice is defined as the right of a person to have a decision in respect of a complaint made fairly and impartially whilst ensuring that a respondent is given every opportunity to understand the full nature of any complaint made against them and provided with an opportunity to respond to all and any allegations.

Confidentiality

The club will, if appropriate, keep confidential the names and details relevant to specific complaints unless disclosure is necessary as part of the investigative, disciplinary and/or corrective process. Disclosure will however, be strictly confined to individuals in accordance with the principles of NEED to KNOW basis.

It is expected that all parties involved in any dispute resolution process, including the complainant, the respondent and club officials such as coaches, team managers and/or committee members, will ensure confidentiality is strictly maintained during the resolution process and after the conclusion of the dispute.

Confidentiality does not override requirements for mandated reporting of all and any alleged incidents of a criminal nature or neglect. Any complaint alleging criminal behaviour and/or activity will be reported immediately to police or other relevant Authority in accordance with the Club's legal and duty of care obligations.

Complaints Procedure

- In the first instance, all complaints should be raised at the earliest possible opportunity with the Club official nearest to the circumstances of the complaint.
- Complaints relating to matches, training, coaching and player behaviour should, in the first instance, be discussed with the **Team Manager** and the **Team Manager** will consult the **Coach** and make aware of the complaint and the **Coach** will address the complaint.
 - If this complaint is not resolved then the **Complaints Officer** will address the complaint and try to resolve the issue.
 - If the matter has not been resolved, a written complaint addressed to **President and/or Vice President** and the **President's and/or Vice President's** decision will be final.
- Complaints relating to match day duties and/or rosters should be addressed by the relevant **Team Manager**.
- Complaints relating to Committee decisions, and/or club policies and procedures should be made in writing, addressed to the **President** or **Vice President**.
- If the complaint is not of a football nature e.g. Harassment, discrimination etc. then this needs to be raised immediately and a complaint form completed as per the Wyndhamvale Football Club Member Protection Policy.

Escalation Procedures for Dispute Resolution

Under certain circumstances, some complaints may not be able to be resolved at the first level and will need to be escalated to the next level of Club official for further review and/or resolution. Such circumstances may include, but are not confined to:

- Where a club official is not able to identify a suitable resolution to a complaint he/she may request the assistance of the President or Vice President for initial resolution.
- Where a complainant feels that the initial resolution and/or response to their complaint is not of a satisfactory nature.
- Where there is a real and/or perceived conflict of interest involving the club official responsible for resolution – including close friendships with either the respondent or the complainant.
- Where the complaint relates directly to the club official usually responsible for resolution of issues in the first instance.

The following processes must be used for all and any issues being escalated:

- Issues relating to Coaches and Team Management must be raised with the Complaints Officer.
- Any issue not resolved satisfactorily the Complaints Officer should then be referred to the Committee. Any issue/complaint addressed to the committee will be placed on the agenda for discussion at the next scheduled meeting.

(If the matter is deemed important then the complaint will be raised with the President/Vice President and consideration given for appropriate timely action).

- Specific details of the allegation/incident.
- Date that the complaint is being made.
- Full name and contact details of the Complainant.
- Details regarding any action undertaken to resolve the complaint in the first instance.
- All complaints must be completed on the appropriate complaint form with the most appropriate reason for the complaint listed (see attached document – what document).

Methods for Dispute Resolution:

The club may undertake and/or suggest a number of activities to ensure satisfactory resolution of complaints including:

- Mediation.
- Investigation.
- Referral to Disciplinary/Corrective Action.
- Review by the Committee.