



Complaints Management Policy

Guidelines for resolving
disputes and complaints

Policy No: 005

Last Updated: February 2010

Policy Owner: Vice President



Complaints Management Policy

<p>Introduction:</p>	<p>Subiaco Junior Football Club (“SJFC”) takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness (natural justice), that is:</p> <ul style="list-style-type: none"> ▪ all complaints will be taken seriously; ▪ both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story); ▪ irrelevant matters will not be taken into account; ▪ decisions will be unbiased and fair; and ▪ any penalties imposed will be fair and reasonable. <p>If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority and our national body.</p>
<p>Categorisation of Complaints:</p>	<p>At the discretion of the CMO, and by agreement of both the Complainant and Respondent, where the incident is believed to be able to be resolved through mediation, the incident will be described as an Informal Complaint. Any other incident is categorised as an Official Complaint.</p> <p>Informal Complaints will be dealt with by SJFC administration by way of mediation. Where mediation is unsuccessful a Complainant may request that the incident be escalated to an Official Complaint.</p> <p>Any Official Complaint is required to be escalated to Claremont Football Club, as the entity responsible for management of the competition, within 48 hours of the incident.</p>
<p>Extent of this Policy:</p>	<p>The complaints management procedure set out in this Policy applies to both Informal and Official Complaints that may occur between:</p> <ol style="list-style-type: none"> a) a member and another member; or b) a member and any other person; or c) a member and the Association; or d) if the Association provides services to non-members, those non-members who receive services from the Association, and the Association, provided the incident relates to a football or club related matter.
<p>Responsibilities of the Complaint Management Officer:</p>	<p>Any complaint is to be directed to the Vice President of the Club in the capacity of Complaints Management Officer (“CMO”). The CMO is required to:</p> <ul style="list-style-type: none"> ▪ listen carefully and ask questions to understand the nature and extent



Complaints Management Policy

	<p>of the problem;</p> <ul style="list-style-type: none"> ▪ explain the Complaints Management process to both Complainant and Respondent; ▪ remain impartial; ▪ ensure that the Respondent is made aware of the Complaint and the identity of the Complainant; ▪ ask what the Complainant would like to happen; ▪ explain the different options available to help resolve the problem; ▪ take notes and keep accurate records; ▪ categorise the complaint (Informal or Official) ▪ maintain confidentiality but not necessarily anonymity; ▪ conduct investigations into the matter; and ▪ keep all parties informed of the outcome of any investigations. <p>The CMO is required to report any Official Complaint to Claremont Football Club within 48 hours of occurrence.</p>
<p>Responsibilities of the Claimant:</p>	<p>The Complainant is required to complete a Record of Complaint, as set out in Attachment 1 to this Policy, immediately following any incident in order that the Club can meet its reporting obligations to Claremont Football Club.</p>
<p>Mediation:</p>	<p>If deemed appropriate by the CMO, and agreed to by both the Claimant and Respondent, the relevant parties shall meet (within 48 hours) and discuss and, if possible, resolve the dispute by Mediation;</p> <p>Where Mediation delivers an acceptable outcome to both the Claimant and the Respondent, the club will assist, where appropriate and necessary, with the resolution process. This may involve:</p> <ul style="list-style-type: none"> ▪ supporting the person complaining to talk to the person being complained about; ▪ bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation); ▪ gathering more information (e.g. from other people that may have seen the behaviour); ▪ seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency); and ▪ referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency. <p>At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.</p>



Complaints Management Policy

<p>Official Complaints Procedure:</p>	<p>Upon receiving an Official Complaint from a Complainant, the CMO shall:</p> <ol style="list-style-type: none"> i) report the incident to the Club President; ii) report the incident to Claremont Football Club within 48 Hours; iii) conduct an investigation by meeting with all relevant parties; iv) complete a written report and submit it to the Executive Committee of SJFC and to Claremont Football Club; and v) advise the Claimant and Respondent of the outcome of the investigation and effect any disciplinary procedures, if applicable. <p>The final report by the CMO will recommend a course of action. Any disciplinary procedures must be approved by the Club President before being effective.</p> <p>In situations where a complaint is referred to Claremont Football Club association and an inquiry is conducted, the club will:</p> <ul style="list-style-type: none"> ▪ co-operate fully; ▪ ensure the complainant and respondent are not victimised; ▪ where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and ▪ act on any applicable recommendations from Claremont Football Club. <p>A flowchart of the Complaints Process is detailed in Attachment 2 to this Policy.</p>
<p>Disciplinary Measures:</p>	<p>SJFC will take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:</p> <ul style="list-style-type: none"> ▪ Be applied consistent with any contractual and employment rules and requirements; ▪ Be fair and reasonable; ▪ Be based on the evidence and information presented and the seriousness of the breach; ▪ Be determined by our Constitution, By Laws and the rules of the game. <p>Possible measures that may be taken include:</p> <ul style="list-style-type: none"> ▪ verbal and/or written apology; ▪ counselling to address behaviour; ▪ withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club; ▪ suspension or termination of membership, participation or engagement in a role or activity;



Complaints Management Policy

	<ul style="list-style-type: none">▪ de-registration of accreditation for a period of time or permanently;▪ a fine; or▪ any other form of discipline that our club considers reasonable and appropriate.
Appeals:	<p>The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by SJFC to the Claremont Football Club, as the entity responsible for administering the District Competition. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.</p>

Coaches, Parents, Volunteers, Officials, Spectators and Players are expected to set appropriate examples and act as role models for junior club members. Anyone wishing to discuss any aspect of this policy is invited to contact any members of the committee.

PETER TAZEWELL
Vice President

20 February 2010



Attachment 1 Record of Complaint

<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p> <input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse <input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision <input type="checkbox"/> Other </p>
<p>Contact details of any Witnesses</p>	
<p>Umpire contact details (if appropriate)</p>	
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	



Attachment 1 Record of Complaint

Resolution and/or action taken	
Follow-up action	



Attachment 2 Complaint Process Flowchart

