



Complaints and Grievances policy

Frankston Rovers Junior Football Club

PURPOSE

To ensure that complaints raised by members (including members of the Committee), volunteers, stakeholders or community members are dealt with in a prompt and equitable manner

POLICY

It is recognised that people associated with our Club will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. Frankston Rovers Junior Football Club believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution

COMPLAINTS

Frankston Rovers Junior Football club takes all complaints about on and off-field behaviour seriously.

Our club will handle complaints based on the principles of procedural fairness, and ensure:

- All complaints will be taken seriously;
- The person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- Irrelevant matters will not be taken into account;
- Decisions will be unbiased; and
- Any penalties imposed will be reasonable.

More serious complaints may be escalated to the Junior Football League.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club may need to report the behaviour to the police and/or relevant government authority.



COMPLAINT HANDLING PROCESS

When a complaint is received by our club, the person receiving the complaint (the executive committee) will:

- Listen carefully and ask questions to understand the nature and extent of the concern;
- Ask what the complainant how they would like their concern to be resolved and if they need any support;
- Explain the different options available to help resolve the complainant's concern;
- Inform the relevant government authorities and/or police, if required by law to do so; and
- Where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process.

This may involve:

- 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);
- referring the complaint to our South East Junior Football League association; and/or
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to our Junior Football League association and an investigation is conducted, the club will:

- co-operate fully with the investigation;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on the Junior Football League association's recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

SEEKING RESOLUTION

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

FORMAL COMPLAINT PROCEDURE

A person who chooses to make their grievance or complaint formal must do so in writing to the Committee.

- Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns the President) for discussion and recording
- Contact will be made with the complainant within 7 days of the receipt of the complaint
- If another party is involved they will be fully informed of the full details of what is being said and a meeting will be established between the parties with a selected mediator



- If the grievance is substantiated and unresolved the matter will be referred to the next Committee Meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the parties concerned
- The complainant and respondent will be informed of a decision in writing
- If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.
- If the grievance remains unresolved, the matter should be referred to the relevant body / Commission (SEAFL) dependent on the nature of the complaint.
- The complainant may seek the assistance of an agent throughout this process.

DISCIPLINARY SANCTIONS

Our club may 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:

- 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; and
- be determined by our constituent documents, by Laws and the rules of the game.

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology;
- counselling of the individual 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;
- 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

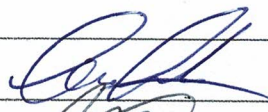

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by our club) to our association. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws.



Nature of complaint (category/basis/grounds) Can tick more than one box	<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"/> Victimization <input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision <input type="checkbox"/> Other		
What they want to happen to fix issue			
Information provided to them			
Resolution and/or action taken			
Follow-up action			
Complaints Policy and Procedures		Approval Date:	
		Review Date:	
		Version No:	1.1
President:	Sign:	Name: Aaron Gale	
Vice-President:	Sign:	Name: Natasha Degrossi	



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