



Policy Title:	<b>COMPLAINTS &amp; GRIEVANCE POLICY</b>		
Policy Number:	012	Effective Date:	9 Dec 2019
Purpose:	To provide an outline of the complaints process and ensure that all complaints are managed in a timely, effective, fair and respectful manner.		

## INTRODUCTION

The Complaints & Grievance Policy is in place to provide an outline of the process at Rosebud Heart Junior Soccer Club so that parents and members of the club are informed of how they can raise complaints or concerns about issues arising at the club.

The policy ensures that all complaints regarding the club are managed in a timely, effective, fair and respectful manner.

## SCOPE

This policy relates to complaints brought by parents, carers, players or members of the club and applies to all matters relating to the club.

In some limited instances, the club may need to refer the complainant to higher authority where there are different mechanisms in place to review certain decisions.

## POLICY

Rosebud Heart Junior Soccer Club welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with members and are committed to understanding complaints and addressing them appropriately.

We recognise that the complaints process provides an important opportunity for reflection.

We value and encourage open and positive relationships within the club.

We understand that it is in the best interests of players for there to be a trusting relationship between all stakeholders at the club.

When addressing a complaint, it is expected that all parties will:

- Raise and discuss issues in a courteous and respectful manner;
- Acknowledge that the goal is to achieve an outcome that is in the best interests and acceptable to all parties;
- Act in good faith and respect the privacy and confidentiality of those involved, as appropriate;
- Recognise that all parties, including the broader club, have rights and responsibilities that must be balanced;
- Recognise that clubs may be subject to legal constraints on their ability to act or disclose information in some circumstances.

## Preparation for Raising a Concern or Complaint

Rosebud Heart Junior Soccer Club encourages parents, carers or members of the club who may wish to submit a complaint to:

- Carefully consider the issues you would like to discuss;
- Remember you may not have all the facts relating to the issues that you want to raise;
- Think about how the matter could be resolved;
- Be informed by checking the policies and guidelines set by the club, Football Victoria and/or Football Federation Australia.



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## Complaints Process

The club is always happy to discuss with parents/carers and club members any concerns that they may have.

For matters involving a particular child/member or an issue of everyday club operation, parents can make an appointment to see the relevant committee member, detailing the reason for the appointment.

Where possible, committee will work with you to ensure that your concerns are appropriately addressed.

To discuss issues involving club policy, operations beyond the field or concerns about coaches, parents or club members may wish to make an appointment with the President or the appointed complaints officer of the club.

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, the club will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together.

The following process will apply:

- 1. Complaint received:** Please either email, telephone or arrange a meeting through the Club Secretary with the Complaints Officer or President, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
- 2. Information gathering:** Depending on the issues raised in the complaint, the Complaints Officer or President or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
- 3. Response:** Where possible, a resolution meeting will be arranged with the Complaints Officer/President to discuss the complaint with the objective of reaching a resolution satisfactory to all parties.

If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it.

In some circumstances, the President may determine that a resolution meeting may not be appropriate. In this situation, a response to the complaint will be provided in writing.

- 4. Timelines:** The club will acknowledge receipt of your complaint as soon as possible and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, the club may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised.

In situations where further time is required, the club will consult with you and discuss any interim solutions to the dispute that can be put in place.



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## Resolution

Where appropriate, the issue or complaint may be solved by:

- An apology or expression of regret;
- A change of decision;
- A change of policy, procedure or practice;
- Offering the opportunity for player counselling or other support;
- Other actions consistent with club values that are intended to support the player, parent and club relationship, engagement, and participation in the club.

In some circumstances, the club may also ask you to attend a meeting with an independent third party or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

## Escalation

If a parent or club member is not satisfied that their complaint has been resolved by the club, or if their complaint is about the President, then the complaint should be referred to the Football Victoria Executive for Clubs and Community on (03) 9474 1800.