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# Complaints Policy & Guidelines

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# Noble Park Football Club

## Complaints Policy & Guidelines

The Noble Park Football Club requires that all issues of conflict or grievance are resolved to the satisfaction of the members and Committee in a timely fashion. Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled.

All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the level of involvement for expediting issue resolution.

### Procedure:

**Any person wishing to raise an issue shall do so as follows; anonymous complaints will not be investigated.**

1. Any person wishing to raise a football or team related issue should initially approach the coach. Any person wishing to raise a general issue may approach any committee person. Where possible the person reporting the issue should make suggestions that may resolve the issue.
  - As soon as possible after an issue has been reported, if a football issue, the coach of the affected team and the claimant must meet and try and resolve the issue.
  - If a general issue the committee person approached can try and resolve the issue at hand.
2. The Team coach and/or Committee Member will take all the reasonable steps to resolve the issue.
3. Where the initial parties cannot resolve the issue, the coach/Committee member should refer the matter to the Club President who will direct the issue to the complaints officer or executive committee for discussion/decision (such matters must be placed in writing before being submitted).
4. The consent of the Executive Committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Club President is authorised to make public statements on behalf of the Club or representative that they have directed to do so.
5. Any team football matter reported to the Committee, where the Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Coach.
6. All persons must take reasonable actions to avoid situations that could cause serious injury or harm to the health of players, officials or the public. If any hazard is identified immediate action must be taken and the Committee is to be informed as soon as possible.
7. All complaints should be communicated to the clubs complaints officer as a matter of record

