



NOBLE PARK FOOTBALL CLUB JUNIORS COMPLAINTS AND ISSUES RESOLUTION

POLICY

The Noble Park Football Club Juniors Inc requires that all complaints and issues are resolved to the satisfaction of the members and the committee in a timely manner. Accordingly, the following issue/complaints resolution procedure, has been developed to enable this objective to be fulfilled. All members have a responsibility to participate in reasonable actions to resolve issues. This procedure below details the level of involvement for expediting the issue/complaints resolution policy.

PROCEDURE

Any person wishing to raise a issue or complaint shall in the first instance as follows:

Issue: Football or Team Oriented
Raised with: Team Manager or Coach

Issue: General Nature
Raised with: Complaints Officer or Committee Member

Where possible the person reporting the issue should make some suggestions on how the issue may be resolved.

Anonymous or unsigned correspondence will not be dealt with

The Coach, Team Manager and the claimant, must meet and try to resolve the matter. The Coach and/or Team Manager may at any time call on Committee Members for assistance.

1. For football or team related issues, where the initial parties cannot resolve the issue, the Coach and/or Team Manager should refer the matter to the Committee through the Secretary as soon as possible.
2. If, after 14 days, the matter is still not resolved, the Committee shall appoint an independent person as a mediator. The mediator will work with the parties to resolve the issue within 10 days and report back to the committee. Please note the consent of the Committee must be obtained before any external parties are involved in the resolution of Club issues.
3. The Club President is the only authorized person to make public statements on behalf of the Club.
4. If the mediation process does not result in the dispute being resolved, the parties may seek to resolve the dispute in accordance with the Associations Incorporation Act 1981 or otherwise at law.
5. Where a dispute involves serious breaches of the club code of conduct the committee may/will take disciplinary measures against a member of the club.
6. Any football or team related issue reported to the Committee, where the Coach and/or Team Manager has not been given the initial opportunity to resolve any such issue, will be referred back to the Coach and/or Team Manager.
7. 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 the Committee is to be informed as soon as possible.

In attempting to resolve the issue, all parties should take into account the following factors:

- The extent of the issue, ie, is it likely to have a wider effect in the NPFCJ
- The number of players or teams affected.
- Whether appropriate temporary measures are possible or desirable.
- The expected time before the issue can be addressed.
- What resources may be needed to resolve the issue.

This policy and procedure will be reviewed annually Executive Committee.