

Grievance and Complaints Handling Procedure

The following procedure has been formulated to assist with the effective and timely handling of any complaints or grievance. We encourage grievances to be managed as close to the source as possible and where escalation is necessary a structured process is used to ensure any issues are resolved as quickly as possible.

At all times the welfare and safety of our junior players is paramount. Also ensuring parents are comfortable with the outcome and there has been clear and timely communication of process and resolutions is critical.

Our Member Protection Policy contains important information on the handling of complaints and this document should be referenced along with this procedure.

In the first instance we encourage any complaint be referred to your Team Manager. Most problems can be resolved quickly and easily this way. You are entitled to have your complaint acknowledged within 24 hours and an agreed action/outcome within 7 days. The Team Manager should take appropriate steps to consult with the Team Coach and other relevant parties to deal with the matter.

Game day issues can generally be resolved on game day and we encourage this to be done where possible. This includes issues with opposition teams where a discussion with the opposing Team Coach and/or Team manager can generally resolve issues immediately.

If the problem persists, is not resolved to your satisfaction or within a timely manner, or relates to the Team Manager themselves please submit your complaint in writing to the relevant Football Director (refer to website for contact details)

- Under 6 to 10
- Under 11 to 15

The Football Director will work with the relevant parent, child and if applicable team coaching and management group to resolve the issue. If the Football Director considers the matter to be of a serious nature it will be brought to the club Committee for discussion.

Where the complaint involves the safety/protection of a Child the matter should be referred immediately by the Team Manager and/or Football Director to the nominated Child Safety Officer for the club. The Child Safety Officer should be involved in all aspects of the investigation and resolution of these issues.

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Please note the following

1. Under no circumstances is ANY individual from our club permitted to complain in writing or verbally to any other club. If a complaint involves the conduct of another club, the Junior Football Director will arrange through the Committee to raise with the club.
2. Parents should not contact SANFL directly. Where the Football Director or Committee believes the matter warrants involvement of SANFL then the President or Secretary will contact SANFL on the clubs and parents behalf.

We also refer the team coaching and management group, parents and other club officials to the WJFC Code of Conduct. It is important that in raising and managing any complaint or grievance that the conduct of all parties is consistent with our Code of Conduct.