# COMPLAINTS HANDLING PROCEDURE

## Introduction

At the Pulteney Football Club we are committed to providing a safe and enjoyable environment for all players, officials, volunteers and spectators. However sometimes issues can arise at the Club which appear to be discriminatory or appear to be in breach of the Club’s Policies or Codes of Behaviour. Any member or spectator may make a reasonable complaint about such an issue.

In many circumstances raising the issue directly with the person causing the grievance is the best place to start, however this is not always possible for different reasons.

Examples of complaints covered by this procedure include:

* Concerns about child disciplinary procedures
* Behaviour of a coach or other team official
* Damage or loss of property
* Bullying and harassment

## Making a Complaint

Any serious complaints such as those which place others at serious risk of harm, should be referred immediately to the President.

**Step 1: Before Making a Formal Complaint**

In many situations the most appropriate step is to discuss the issue with the person who is the cause of the complaint. If the problem cannot be resolved by a direct personal approach it should then be raised with an appropriate person in order to discuss the issue and attempt a resolution. For anyone who has a complaint about another player of the Club, the concern should be raised with the relevant coach or the Club President or Secretary. For a member with a complaint about a Committee Member, the concern should be raised with the President or Secretary.

**Step 2: Making a Formal Complaint**

If the direct approach has not resulted in a satisfactory outcome, then a formal complaint can be made. The initial formal complaint must be introduced to the President and Secretary in writing. If you make a complaint it will be investigated in a fair and impartial manner. No judgements or assumptions will be made, and no action taken until the investigation is complete. If a complaint is made against you, you will be given the opportunity to tell your side of the story. Confidentiality will be maintained at all times. Each complaint will be dealt with in as short a time as possible, ideally no more than one month.

**Step 3: The Process**

Once you have made a formal complaint in writing to the President or Secretary, that person will firstly ensure there is no conflict of interest before dealing with the complaint. If such a conflict exists, then the complaint will be referred to another appropriate person. Once a delegated person has decided to proceed, that person will:

1. Interview you or arrange for another appropriate person to interview you. During this interview:
   1. The process will be explained to you
   2. You will be advised what will happen if the complaint is upheld
   3. You will be advised what will happen if the complaint is not supported by the evidence
2. Will take a written record of the complaint
3. Will speak to the accused person to hear his or her side of the story
4. Will interview any witnesses

**Step 4: Review**

If the complaint remains unresolved the President or Secretary will review the complaint and make a final decision with the consent of the majority of the Club’s Executive Committee.

**Step 5: Outcomes**

If a complaint is upheld the following are possible outcomes depending on the nature of the complaint:

* A mediated agreement between the parties
* A verbal apology
* A written apology
* Any other action as deemed appropriate by the Club’s Committee