



MEMBER CONCERNS AND COMPLAINTS

POLICY

Alamein Football Club (AFC) has developed procedures to address all member concerns and complaints. This policy is to ensure a safe and supportive playing and training environment for players and coaches, and to build a strong positive relationship between club, parents and players.

PURPOSE

This policy outlines AFC procedures to effectively manage concerns and complaints.

IMPLEMENTATION

1. The Club will maintain a Welfare Committee, made up of representatives from all squads (U12, U14, U16, U19 and Seniors) and are independent of the AFC Board. The Welfare Committee will act in accordance with this document and be governed by the AFC Welfare Committee Policy document.
2. Any person raising a concern or complaint should:
 - a) do so promptly, as soon as possible after the issue occurs
 - b) provide complete and detailed information about the concern or complaint
 - c) respect the privacy and confidentiality of all parties
 - d) acknowledge that the common goal is to achieve an outcome acceptable to all parties
 - e) act in good faith, and in a calm and courteous manner
 - f) show respect and understanding of each other's point of view and value difference, rather than judge or blame
 - g) recognise that all parties have rights and responsibilities which must be balanced.
3. Issues of a football nature will be addressed via the AFC Technical Director and relevant Head Coach. (Refer to Appendix A - Incident Escalation Process Flow Chart)
4. The club will address any concerns and complaints received from players or parents:
 - a) courteously
 - b) efficiently
 - c) fairly
 - d) promptly, or within the timeline agreed with the person with the concern or complaint
 - e) in accordance with due process, principles or natural justice
5. Raising concerns or complaints:

In the first instance a complaint should be made to the AFC Welfare Committee. The complainant should be emailed to welfare@alameinfc.com.au :

- a) the AFC Welfare Committee and raise the issue in accordance with the procedure set out in this document and attached flow chart.
- b) Any and all conversations will be documented through detailed meeting notes and recorded (if required and consent given by complainant).

6. At all times, the Welfare Committee will respect full confidentiality. If required, the identity of the complainant shall be similarly confidential.

7. Help with raising concerns and complaints:

Complainants can seek the services of an advocate when they feel they are unable to express their concern clearly. An advocate can be a friend or someone who is available through an appropriate support organisation who does not receive a fee for service. All parties involved in addressing a complaint may seek the services of a mediator when there is difficulty coming to an agreement.

8. Managing player or parent concerns and complaints information:

The committee will record the following details of all complaints received, even if the complaint appears to be minor. The following will be documented:

- a) Name and contact details (with permission) of the person with a concern or complaint
- b) The date the concern was expressed or the complaint made
- c) A brief description of the concern or complaint
- d) Details of the AFC Welfare Committee member responding to the concern or complaint
- e) All contemporaneous meeting notes
- f) Action taken on the concern or complaint
- g) The outcome of action taken on the concern or complaint
- h) Any recommendations for future improvement in the club's policy or procedures

9. Addressing concerns or complaints:

- a) The club will make every effort to resolve concerns and complaints before involving Football Victoria.
- b) The club will give a complainant a copy of its complaints policy.
- c) The AFC Welfare Committee will determine how a concern or complaint should be managed as per the Incident Escalation Flow Chart (Appendix A).
- d) The club will acknowledge all written complaints in writing. It will provide the complainant with a timeline for investigating the complaint.
- e) The AFC Welfare Committee will investigate all complaints and will provide a response to the complainant.

10. Referral of concerns or complaints:

If a person with a concern or complaint is not satisfied with the outcome determined by the club, the member can refer the matter to Consumer Affairs.

11. Communication:

The club will make this policy readily available to players, parents and the club community. It will be published on the club's website.

Ratified by AFC Committee April 2019

Next review date March 2020