

Grievances and Complaints Policy/Procedures		Approval Date:	05/06/2016
Executive	Andrea Olrich (Secretary) Robin Chan (President)	Review Date:	05/06/2017
MPIO	Sonya Price-Kelly	Version No:	1.0

PURPOSE

These policies and procedures aim to ensure that grievances or complaints raised by any person within the UNSW Football Club community are dealt with in a prompt, equitable and confidential manner. These guidelines aim to provide practical support for all people involved in the conflict resolution process and will include:

- when a person might make a complaint;
- what outcomes a person might request or suggest;
- who to contact; and
- the recommended steps that will be taken to resolve the complaint, including how to appeal a decision.

POLICY

It is recognised that people associated with the Club will from time to time have concerns or complaints that need to be resolved in the interest of maintaining good relationships. The UNSW Football Club believes that:

- people have the right to have their concerns or complaints receive careful consideration through established processes that are timely and based on fairness and respect;
- the best resolution is one that is reached cooperatively and informally (where possible) prior to a formal complaint being lodged in writing;
- a person making a complaint or airing a grievance will not be disadvantaged in any way as a direct result;
- where a formal complaint is received by the Executive Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution. This must be done in accordance with the Constitution and any relevant Regulations; and
- there may be cases where a deviation to these guidelines is appropriate, should a conflict of interest arise, however it should aim to maintain integrity, confidentiality, and equality to all parties.

If there is a suspected breach of the law or serious concerns about the welfare of a child or young person, UNSW Football Club will refer the complaint to appropriate authorities and/or agencies.

WHEN TO MAKE A COMPLAINT/RAISE A CONCERN

Every member of the UNSW FC community is encouraged to voice their concerns and provide feedback to help improve our club and ensure we maintain a positive and respectful footballing environment.

A person may wish to raise a complaint about someone:

- failing to comply with the directives given in the FFA Member Protection Policy, including but not limited to the Codes of Conduct for behaviour;
- engaging in conduct which brings the Club, the sport, or the person making the complaint into disrepute; and/or
- failing to comply with a directive or penalty imposed by the UNSW Football Club or a governing body.

COMPLAINT OUTCOME OPTIONS

When making a complaint it is often good to have in mind a desired outcome that can be worked towards, such as:

- an apology;
- for the behaviour to stop;
- compensation;
- another opportunity (for example, if not selected for a team or squad);
- disciplinary action; and/or
- to be informed of any end results arising from your complains and the reasons for the response.

During the resolution process, the Club will always aim to meet the desired outcome of the complainant provided it is deemed fair and reasonable.

PROCEDURES

The following section outlines in detail the steps to making a complaint and achieving resolution. At all points in the process, the complainant has the right to have an agent of their choosing present to support them.

Step 1: Self-Management

In the first instance, the complainant should try to sort out the problem with the person or people involved if they feel able, and it is safe, to do so.

If the complainant does not feel comfortable or is unable to speak to the person directly, they may choose to involve someone to speak on their behalf. For concerns at a team level, this may be the team captain, team manager, or coach.

Step 2: Contact the Clubs Member Protection Information Officer (MPIO)

The complainant should talk with the MPIO if:

- the first Step 1 is not appropriate;

- they are not sure how to handle the problem by themselves;
- they want to talk confidentially about the problem with someone and obtain more information about what they can do; or
- the concern continues after they have tried to approach the person or people involved.

The MPIO can be used as the first point of contact for any person considering making a complaint under the UNSW's Member Protection Policy, and subsequent Grievances and Complaints Policy Procedures. The MPIO may also provide support to complainants during the grievance and complaints process.

The MPIO responsibilities:

- act as a sounding board and provide advice about the local complaint resolution options available to the persons concerned;
- if requested, and where the MPIO thinks it's appropriate, accompany the complainant as a means of support in the self-management of a complaint and concern when they go to talk to the person with whom they have a concern;
- provide information about the clubs policies and procedures;
- maintain confidentiality and impartiality;
- provide timely information and support;
- to make a confidential record of any complaints;
- monitor issues of concern for further follow-up including referral of emerging issues to the Executive Committee;
- inform any relevant government authorities and/or police if required by law to do so;
- work with and advise the Executive Committee on member protection issues to ensure that all activities within the UNSWFC framework are safe, fair and inclusive.

The MPIO may at any time seek the advice of Executive Committee members to consult on policy and procedures.

Step 3: Informal Resolution

After speaking with the MPIO the person decides:

1. There is no problem.
2. They do not wish to take the matter forward.
3. Parties agree to try and work out their own resolution (with or without a support person such as the MPIO). Where a resolution is agreed upon, all parties are expected to fulfil the agreed outcomes.
4. The parties are unable to reach an agreement, and the complainant chooses to lodge a formal complaint.

If the informal resolution has involved the MPIO, the MPIO may;

a) choose to follow up on the progress of any agreed outcomes arising from point 4;

b) recommend to the complainant and Club that the Club seek a mediated resolution with the help of a third person (such as a mediator).

Step 4: Making a Formal Complaint

If a person's informal complaint is not resolved or informal approaches have not resolved the complaint to the complainant's satisfaction or are not appropriate or possible, they may:

- Make a formal complaint in writing to the Club; or
- Approach a relevant external agency such as an anti-discrimination commission, for advice and assistance.

If making a formal complaint to the Club, the following steps will apply:

1. The complainant must make a formal complaint in writing using the form provided and submit this to the MPIO or a member of the Committee. If a complainant is unable to provide their complaint in writing they may approach the MPIO to act as a scribe for this purpose (examples of reasons for this may include disability, literacy, complainant may be a child or young person).
2. The complaint will be referred to the President (or another member of the Executive should the complaint directly involve the President). The President or alternative Executive Member, in consultation with the MPIO will decide whether:
 - a. they are the most appropriate person/s to receive and handle the complaint;
 - b. the nature and seriousness of the complaint warrants a formal resolution procedure;
 - c. to refer the complaint to mediation;
 - d. to gather more information on the complaint.
If the complaint requires investigation, the Complaints Officer (CO) will perform this function. If the Club does not have an appointed CO or the current CO is not available or suitable, the President will appoint an impartial person to fill this role.
 - e. to refer the matter to the police or other appropriate authority; and/or
 - f. to implement any interim arrangements that will apply until the complaint process set out in these Procedures is completed.
3. Contact will be made with the complainant within seven (7) days of the receipt of the complaint to advise of the recommended manner of resolution.
4. Should the President determine it appropriate that the Club undertake a formal resolution process the following will apply:
 - a. Every party about whom the complaint is made will receive notice of the complaint and allegations made against them. Confidentiality of the complainant will be maintained where it is considered necessary and

appropriate. Parties will have fourteen (14) days to submit a response to the allegations should they choose to do so.

5. Once all the necessary information has been gathered, a meeting of the complainant, respondent, President, MPIO and any other necessary party will be held at an agreed upon time and place at which the complaint will be discussed and a formal resolution reached. The complainant and respondent will be receive written confirmation of this resolution within 7 days.
6. If this does not result in a suitable resolution for the complainant, or there is dissatisfaction with the handling of the complaint, the matter may be referred to Arc Sports UNSW or another governing body suitable to the complaint. The same applies if either party wishes to appeal the decision. The President will also refer to and be guided by the Football Federation of Australia's National Member Protection Policy, where applicable.

CONTACT DETAILS

Please see the website (www.unswfc.com.au) for full details of current Committee members and Representatives. The following details are for 2016.

Member Protection Information Officer
Sonya Price-Kelly
mpio@unswfc.com.au

Club President
Robin Chan
president@unswfc.com.au

Club Secretary
Andrea Olrich
secretary@unswfc.com.au