



COMPLAINTS POLICY

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Mount Evelyn Junior Football Club so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our club.
- ensure that all complaints regarding Mount Evelyn Junior Football Club are managed in a timely, effective, fair and respectful manner.

SCOPE

This policy relates to complaints brought by parents, carers, players or members of our football community and applies to all matters relating to our club. In some limited instances, we may need to refer the complainant to another Outer East Football process where there are different mechanisms in place to review certain decisions, for example, suspension appeals.

POLICY

Mount Evelyn Junior Football club welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our football club community. We understand that it is in the best interests of players for there to be a trusting relationship between families and our club.

When addressing a complaint, it is expected that all parties will:

- raise and discuss issues in a courteous and respectful manner
- acknowledge that the goal is to achieve an outcome that is in the affected player's best interests and acceptable to all parties.
- act in good faith and respect the privacy and confidentiality of those involved, as appropriate
- recognise that all parties, including the broader club community, have rights and responsibilities that must be balanced.
- recognise that the club may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Preparation for raising a concern or complaint

Mount Evelyn Junior Football Club encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the football club

Complaints process

Mount Evelyn Junior Football club is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed to a member of the

committee. Where possible, the committee member will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Executive Committee.

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our club will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

1. **Complaint received:** Please either email, telephone or arrange a meeting with a representative of the Executive committee to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
2. **Information gathering:** Depending on the issues raised in the complaint, the Executive Committee or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
3. **Response:** Where possible, a resolution meeting will be arranged with the Executive Committee or a representative to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Executive Committee may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
4. **Timelines:** Mount Evelyn Junior Football Club will acknowledge receipt of your complaint as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Mount Evelyn Junior Football Club may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 14 working days of the complaint being raised. In situations where further time is required, Mount Evelyn Football Club will consult with you and discuss any interim solutions to the dispute that can be put in place.

Resolution

Where appropriate, Mount Evelyn Football Club may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for player counselling or other support
- other actions consistent with club values that are intended to support the players, parent and school relationship, engagement, and participation in the football club community.

In some circumstances, Mount Evelyn Junior Football Club may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If a parent or community member is not satisfied that their complaint has been resolved by the club, or if their complaint is about the Executive Committee, then the complaint should be referred to the Outer East Football Association.

Mount Evelyn Junior Football Club may also refer a complaint to the Outer East Football Association if we believe that we have done all we can to address the complaint.