

Complaint Procedures

The procedures which appear below are the Club's recommended procedures for dealing with:

- Complaints by players and/or parents or guardians in respect of a coach or manager.
- Complaints by players and/or parents or guardians about the Club or a committee member.
- Complaints by coaches and managers about a player and/or parent.
- Complaints by coaches and managers about the Club or a committee member.

All complaints will in the first instance be confidential. When the complainant is satisfied the player liaison officer has full particulars of the complaint and correctly understands the nature of the complaint, the complainant will be asked if the nature of the complaint or the particulars surrounding it may be disclosed in the course of following the appropriate procedures.

Complaints by players and/or parents or guardians

Step 1

- Complaint to be made to the player liaison officer (confidential)

Step 2

- If authorised by the complainant the player liaison officer will take the complaint to the coach/manager/official in respect of whom the complaint is made.
- If the complainant does not wish to authorise the player liaison officer to disclose the complaint or the circumstances surrounding it to the coach/manager/official in respect of whom the complaint is made, recommendations will be made to the complainant about procedures the complainant might adopt to assist in resolving the complaint.

Step 3

- The player liaison officer will report the response of the coach/manager/official to the complainant.

Step 4

- The player liaison officer will arrange a meeting between the coach/manager/official and the complainant if requested to do so by the complainant. The player liaison officer will attend the meeting if requested to do so by the complainant.

Step 5

- If no resolution of the complaint has been achieved after Step 3 or Step 4, the complaint will be taken to the committee in an attempt to resolve the matter.

NOTE: Where complainants are under the age of 18, all meetings at Step 4 will involve a parent or the guardian of the complainant.

If a complaint is in respect of the club or club policies, the complaint will be taken direct to the committee by the player liaison officer. The committee's recommendations or decision will be reported to the complainant by the player liaison officer.

If a complaint is in respect of a committee member, that committee member will be asked not to participate in any meeting of the committee at which the complaint is discussed.

Complaints by Coaches or Managers in respect of players and/parents

Step 1

- Complaints should be made to the player liaison officer.

Step 2

- If authorised by the coach or manager the player liaison officer shall contact the player and/or the parent or guardian to discuss the complaint.

Step 3

- The player liaison officer shall report to the complainant.

Step 4

- The player liaison officer shall arrange a meeting between the complainant and player and/or parent or guardian in respect of whom the complaint is made if requested to do so by the complainant.

Step 5

- If no resolution is achieved at Step 3 or Step 4, the player liaison officer shall take the complaint to the committee.

Complaints by Coach and/or Manager in respect of the Club or an Official of the Club

Step 1

- The complainant shall bring the complaint to the player liaison officer.

Step 2

- The player liaison officer shall report the complaint to the committee.

Step 3

- Where the complaint is in respect of a club official, a meeting shall be arranged between the complainant and the club official with the player liaison officer and/or the President present.

Step 4

- If no resolution is achieved at Step 3, the matter shall be considered by the committee and the committee's decision or recommendation shall be communicated to the complainant.