



## **GRIEVANCE AND COMPLAINTS PROCEDURE**

**Version:** 1.0

**Approved By:** Executive Committee

**Effective Date:** 7<sup>TH</sup> June 2026

**Review Date:** 1<sup>st</sup> December 2026

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### **1. PURPOSE**

Fassifern Junior Rugby League Football Club ("the Club") is committed to providing a safe, respectful and inclusive environment for all players, parents, volunteers, coaches, officials and members.

This procedure establishes a fair, transparent and consistent process for managing grievances, complaints and disputes in accordance with the Club Constitution, Queensland Rugby League requirements, and the principles of procedural fairness and natural justice.

This procedure is intended to:

- Promote respectful communication and conflict resolution.
  - Encourage concerns to be addressed at the lowest appropriate level.
  - Protect the welfare of players and volunteers.
  - Ensure all parties are treated fairly.
  - Minimise disruption to Club operations.
  - Preserve the reputation and integrity of the Club.
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## **2. SCOPE**

This procedure applies to:

- Players
  - Parents and guardians
  - Coaches
  - Team managers
  - Sports trainers
  - Volunteers
  - Executive Committee members
  - Club members
  - Spectators
  - Any person acting on behalf of the Club
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## **3. GUIDING PRINCIPLES**

All grievances will be managed in accordance with the following principles:

### **Respect**

All parties will be treated with dignity and respect.

### **Confidentiality**

Complaints will only be discussed with individuals directly involved in resolving the matter.

### **Natural Justice**

A person who is the subject of a complaint will be informed of the allegations and provided an opportunity to respond before any decision is made.

### **Impartiality**

Complaints will be considered objectively and without bias.

### **Timeliness**

Complaints will be addressed as promptly as reasonably possible.

### **Player Welfare**

The welfare and safety of players will always be the primary consideration.

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#### **4. MATTERS COVERED**

This procedure applies to concerns regarding:

- Coaching conduct
- Player welfare
- Team management
- Parent behaviour
- Spectator behaviour
- Volunteer conduct
- Committee decisions
- Breaches of Club policies
- Breaches of NRL or QRL Codes of Conduct
- Bullying, harassment or intimidation
- Social media conduct
- Conflicts between members
- Club operations and administration

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#### **5. MATTERS NOT COVERED**

The Club will not generally consider:

- Anonymous complaints unless player safety or serious misconduct is involved.
- Selection decisions made in good faith by coaches.
- Competition rulings made by QRL, South East Queensland Rugby League or the Local League.
- Matters currently under investigation by QRL or another governing body.

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#### **6. INFORMAL RESOLUTION**

Where appropriate, concerns should first be raised respectfully and directly with the person involved.

Examples include:

- Parent speaking with coach.
- Volunteer speaking with another volunteer.
- Team staff discussing operational issues.

This should occur within fourteen (14) days of the issue arising where practical.

The objective is to resolve matters quickly and respectfully without escalation.

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## **7. FORMAL COMPLAINT PROCESS**

If the matter cannot be resolved informally, a formal complaint may be submitted.

### **Complaints must:**

- Be submitted in writing.
- Include the complainant's name and contact details.
- Clearly describe the issue.
- Include relevant dates, times and locations.
- Identify any witnesses where applicable.
- Include supporting evidence where available.

Complaints should be submitted to:

#### **Club Secretary**

fassifernjrlfc@gmail.com

or

#### **Club President**

fassifernjrlfc.president@gmail.com

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## **8. RECEIVING A COMPLAINT**

Upon receiving a complaint, the Executive Committee may:

### **A. Take No Further Action**

Where:

- The complaint lacks sufficient information.
- The complaint is frivolous or vexatious.
- The matter falls outside Club jurisdiction.

## **B. Seek Further Information**

The Committee may request additional information from any party.

## **C. Refer for Informal Resolution**

The Committee may direct parties to mediation or facilitated discussion.

## **D. Commence Investigation**

Where the allegations warrant further consideration.

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## **9. INVESTIGATION PROCESS**

Where an investigation is required:

### **The Club may:**

- Interview relevant parties.
- Obtain written statements.
- Review correspondence and evidence.
- Seek advice from QRL or the Local League.
- Appoint an independent investigator or mediator if required.

The person subject to the complaint will:

- Be advised of the allegations.
  - Receive sufficient detail to understand the complaint.
  - Be given an opportunity to respond.
  - Be given a reasonable timeframe to provide that response.
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## **10. ADMINISTRATIVE STAND DOWN**

Where the Executive Committee believes it is necessary to:

- Protect player welfare;
- Protect Club operations;
- Preserve the integrity of an investigation;
- Prevent further conflict or disruption;

the Committee may temporarily stand down a coach, manager, volunteer or official while a complaint is being investigated.

An administrative stand down:

- Is not a disciplinary finding.
  - Does not imply guilt.
  - Is a temporary management measure.
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## **11. MEDIATION**

In accordance with Clause 3.11 of the Club Constitution, disputes may be referred to mediation.

The mediator may be:

- An independent person agreed by both parties.
- A person appointed by the Executive Committee.
- An external dispute resolution service.

All parties must participate in good faith.

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## **12. DECISION MAKING**

Following consideration of all available information, the Executive Committee may:

- Dismiss the complaint.
- Provide guidance or education.
- Issue a verbal warning.
- Issue a written warning.
- Impose conditions on participation.
- Remove a person from a volunteer or coaching role.
- Suspend a person from Club activities.
- Terminate membership in accordance with the Constitution.
- Refer the matter to QRL or another governing body.

The Committee's decision will be communicated in writing where appropriate.

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### **13. APPEALS**

A member whose membership is terminated may appeal in accordance with the Club Constitution.

Any appeal must:

- Be submitted in writing.
- Clearly state the grounds of appeal.
- Be lodged within twenty-eight (28) days of the decision.

Appeals will be managed in accordance with the Club Constitution and any applicable QRL requirements.

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### **14. CONFIDENTIALITY**

All parties involved in a grievance process must maintain confidentiality.

Information relating to a complaint must not be:

- Shared on social media.
- Discussed publicly.
- Shared with players.
- Shared with sponsors or third parties not involved in the process.

Breach of confidentiality may itself be treated as misconduct.

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### **15. RETALIATION**

The Club will not tolerate retaliation against any person who:

- Raises a complaint in good faith.
- Participates in an investigation.
- Acts as a witness.
- Supports another person involved in the process.

Any retaliation may result in disciplinary action.

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### **16. RECORD KEEPING**

The Club Secretary will maintain confidential records of:

- Complaints received.
- Correspondence.
- Investigation outcomes.
- Mediation records.
- Committee resolutions.

Records will be retained in accordance with Club governance requirements.

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## **17. CODE OF CONDUCT EXPECTATIONS**

All members are expected to:

- Treat others with respect.
  - Support a positive Club culture.
  - Follow lawful directions of Club officials.
  - Act in the best interests of players and the Club.
  - Comply with NRL, QRL and Club policies.
  - Refrain from conduct that may bring the Club into disrepute.
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## **18. REVIEW OF PROCEDURE**

This procedure shall be reviewed annually by the Executive Committee or earlier if required due to legislative, constitutional or governance changes.