

Dispute Resolution & Complaint Policy



LFNC DISPUTE RESOLUTION AND COMPLAINT POLICY

PURPOSE

To ensure that concerns or complaints raised by members (including members of the **Leopold Football Netball Club Inc ('LFNC')**., volunteers, stakeholders or community members are dealt with in a prompt and equitable manner

POLICY

LFNC will take all concerns, disputes or complaints seriously, whether they are raised by an adult, child or young person. All concerns, disputes or complaints will be responded to promptly and confidentially.

It is recognised from time to time people have concerns, disputes or complaints which need to be resolved in the interest providing a safe, enjoyable and welcoming place for all to participate in sport. It is the view of the LFNC Committee that:

- People have the right to have their concerns or disputes receive due consideration, dealt with respectfully and in a timely and fair manner.
- This Dispute Resolution and Complaint Policy is to be read in conjunction with the LFNC Child Safeguarding and Wellbeing Policy where the concern, dispute or complaint relates a child or young person.
- While some concerns or disputes can be raised and managed cooperatively and informally, the LFNC Committee (including the Wellbeing and Child Safeguarding Committee members) reserve the right to formalise a concern by requesting it be submitted in writing.
- A person raising a concern, dispute or complaint will not be disadvantaged in any way as a direct result.
- Where a formal complaint is received by the **Leopold Football Netball Club Inc.** it will be considered in a timely and confidential manner and documented together with the steps towards resolution.
- Where a concern, dispute or complaint involves a child or young person with a concern for the immediate safety of that child or young person, immediate contact is to be made with the Police on '000'.

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PROCEDURES

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

While LFNC will work with complainants to keep their complaint confidential, if they choose not to have their identity known, it may hinder the investigation process and resolution outcomes.

Should a party to the complaint choose not to participate in the complaint process, LFNC reserves the right to make decisions in favour of the complainant.

Steps to raising a concern, dispute or complaint and achieving resolution

1. If the complainant has spoken to the person causing the concern without resolution, the complainant should engage their team manager as soon as possible from the time of the problem to address and resolve the concern.
2. If the issue remains unresolved, or relates to the team manager or coaching team, the complainant must engage the Junior Football/Netball Coordinator or Director of Football or Netball, dependent up which code and age group is involved in incident.
3. The Junior Football/Netball Coordinator or Director of Football or Netball may engage a **Leopold Football Netball Club Inc. Committee** member to advise on possible solutions and/or intervention, including exploring steps taken by complainant to resolve concerns.
4. A formal complaint may be submitted in writing to the **Leopold Football Netball Club Inc. Committee** on email ad.leopoldfnc@gmail.com or via webform on LFNC website.
5. Complainants dissatisfied with LFNC resolution at this point may engage AFL Barwon complaints process.

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LFNC Committee Complaint Procedure

1. Once a formal complaint is received on email or webform, the Wellbeing Officer will refer to the Junior Football/Netball Coordinator or Director of Football or Netball, dependent up which code and age group is involved in the incident for discussion and record keeping.
 - i. Should the complaint involve a child or young person, it will firstly be considered against LFNC Child Safeguarding and Wellbeing Policy requirements and if no external reporting obligations, will proceed as a complaint as follows.
2. Notification of complaint receipt will be made within two business days to complainant.
3. Complaint to be assessed for preferred outcomes and discussed with complainant:
 - i. Complainant will be contacted within 5 business days of the receipt of the complaint.
 - ii. Complainant will be kept informed throughout the process, including timeframes, and if applicable reasons for delay.
 - iii. An investigation may or may not be deemed necessary. If necessary, the complainant will be made aware of the investigation process proposed.
4. If another party is involved they will be contacted regarding the complaint. Should a meeting be required between the parties, a mediator and / or a minimum of two LFNC Committee Members will attend.
5. If the complaint is unresolved or investigation substantiated the complaint will be escalated to the **Leopold Football Netball Club Inc. Executive Committee**.
6. The complainant and respondent will be informed of a decision in writing.
7. If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint in accordance with the LFNC policies, the complainant can refer the matter to AFL Barwon, as the 'Controlling Body', in accordance with the [National Community Football Policy Handbook](#) Section 23.1(a).

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LFNC DISPUTE RESOLUTION FORM

It is recognised from time to time people have concerns, disputes or complaints which need to be resolved in the interest providing a safe, enjoyable and welcoming place for all to participate in sport.

To assist with addressing complaints, please refer to the LFNC Child Safeguarding webpage or complete the following form and email to ad.leopoldfnc@gmail.com

Complainant name	[Name]		
Complainant email address	[Email address]		
Complainant contact number	[Contact number]		
Does this complaint involve a child or young person (CYP)? If yes, please include their details (name, team, your relationship to the CYP).			
Have you read the LFNC Child Safety Policy? (Refer to sections 9.3 and 9.4)	[Yes / No]	Do you have concerns for the immediate safety of a child or young person or yourself?	[Yes / No]
What are the details of the complaint? Include information such as time and date of the incident and any witnesses.	[Please indicate if you have more information in body of email or attaching other items]		
LFNC Coach/team manager/ Committee member engaged on this matter (if any):	[Name the coach and/or junior coordinator you have spoken with to assist in this resolution]		
Actions taken by complainant at time of the incident:			
What is your preferred resolution?			
Is there any other comments you wish to add?	[Please indicate if you have more information in body of email or attaching other items]		

Your complaint will be acknowledged within two business days with contact from an LFNC Committee Member within 5 business days.