



Complaints Policy and Procedures

AIM

The aim of this policy and associated procedures is to provide a framework for ensuring that any complaints or grievances brought forward by Anglesea Football Netball Club (AFNC) members are dealt with in a timely and fair manner in accordance with the Constitution of the AFNC. Persons who may utilise this process include:

- Committee Members
- Club members
- Stakeholders
- Sponsors
- Community Members

POLICY

The AFNC accepts that club members and other community members may have reason for a complaint or grievance with the club that requires resolution. In the spirit of maintaining good relationships with members and the wider community the AFNC maintains that:

- All people have the right to have any complaint given careful consideration through a process that is both timely and respectful.
- All efforts will be made to achieve a co-operative resolution in an informal manner prior to lodgement of any formal complaint in writing to the club
- Any person who makes a complaint to the club will not be treated adversely or suffer disadvantage as a result.
- In the event of a formal complaint being made, the AFNC Committee will consider this grievance in a timely and confidential manner.
- The AFNC Committee will document the steps required to achieve resolution.

PROCEDURES

Steps to making a complaint

The following steps should be used as a guideline where a complaint is being considered and resolution is to be achieved.

- The aggrieved party should first speak to the person(s) causing the problem if this is appropriate and they are comfortable doing so. This discussion should be used to inform the other party of the behaviour or action that the complaint refers to and discuss potential solutions.
- Speak to an AFNC Committee member of the problem faced for advice on intervention and/or solution.
- Make a formal complaint to the AFNC Committee in writing using the Complaints Form.
- Seek in good faith to resolve the grievance with a mediator.
- Refer the complaint to the Equal Opportunity Commission, the Industrial Relations Commission or other relevant organisation.

Anglesea Football Netball Club Inc.

P.O. Box 70, Anglesea, Vic 3230

Phone: (03) 5263 1900



ABN 81 523 351 012

Resolution

In the event a complaint cannot be resolved in an informal manner, the process to be followed will be completed on the basis of openness, confidentiality, equality, respect and in a timely manner.

Formal Complaint Procedure

Should the aggrieved party wish to make a formal complaint, this must be done in writing using the Complaints Form, and submitted to the Secretary in person or to info@angleseafnc.com.au, unless the grievance concerns the Secretary directly then it should be submitted to the President.

Resolution Procedures

- Upon receipt of a formal written complaint, this will be referred to the President. If the matter directly concerns the President then it will be referred to the Vice President and the President shall not contribute to the process on behalf of the Club.
- A meeting shall be arranged between the parties within 14 days of lodging of the complaint.
- Should the matter remain unresolved after this meeting, the parties must hold a meeting in the presence of a mediator within 10 days..
- The mediator must be selected in accordance with the Constitution and be:
 - A person chosen by agreement to all parties, and in the absence of agreement:
 - In the case of a dispute between two members; a person appointed by the AFNC Committee
 - In the case of a dispute between a member and the club; a person who is a mediator appointed or employed by the Dispute Settlement Centre of Victoria (Department of Justice).
 - A member of the club can be a mediator, unless they are a party to the dispute
- All parties must in good faith attempt to settle the dispute by mediation.
- The mediator must
 - Give all parties every opportunity to be heard
 - Allow due consideration of any written material submitted
 - Ensure that natural justice is accorded to all parties
- The mediator must not determine the dispute
- If the matter still remains unresolved, the parties may seek to resolve the dispute in accordance with the Act or otherwise at law.
- Either party may seek independent advice through this process.