



ALBURY CITY FOOTBALL CLUB

come play football

GRIEVANCE PROCEDURE

PURPOSE

To establish a policy and procedure for grievances within the Albury City Football Club (ACFC) so a process is available to communicate grievances and allow for appropriate and timely resolution.

The ACFC Executive Committee (EC) strongly encourages the resolution of grievances and conflicts at the team or lowest level whenever possible. The EC recognises that certain situations may not be satisfactorily resolved at the team or lowest level possible, requiring intervention at a higher level within the club organisation. Consequently, this document outlines the ACFC policy and procedure relating to the resolution of grievances.

APPLICABILITY

The procedure contained herein is applicable when resolving grievance issues, as defined below, involving players, parents, coaches, and other individuals who serve ACFC. Failure to follow these guidelines will be grounds for corrective actions of up to and including expulsion from ACFC. In certain situations, players may be penalised for the actions of their parents or spectators/supporters found to be associated with them.

DESCRIPTION OF GRIEVANCE

Grievances may include, but are not limited to, incidents during ACFC events, inappropriate behavior by a coach, player, parent or other individual affiliated with or attending an ACFC event. Issues specifically related to team formation/composition and team management matters such as coaching philosophy, decision making, style and playing time should be resolved by speaking directly with the coach. The EC does not consider team formation/composition and team management matters to be grievance issues.

MEMBER PROTECTION INFORMATION OFFICER (MPIO)

An MPIO is the first point of contact for persons with member protection or child protection enquiries or complaints. MPIOs provide information to participants about the options available to them. MPIOs can also provide information to clubs about member protection and related issues and policies. MPIO's are impartial and do not mediate or investigate complaints.

GRIEVANCE PROCEDURE

Step 1. Discuss and report the grievance with the coach of the appropriate team. If this is not feasible or fails to satisfactorily resolve the issue, then proceed to Step 2.

Step 2. Notify the MPIO and make a formal or informal complaint. If at any point in the complaints process, the MPIO considers that a Complainant has knowingly made an untrue complaint, or the complaint is vexatious or malicious, the matter will be referred to the ACFC EC.

A complaint may be dealt with informally or formally. The Complainant may indicate his or her preferred option and the MPIO will consider whether that is an appropriate way to handle the Complaint. Further, the MPIO may consider that the Complaint falls outside this Procedure and would be better dealt with another way and/or the law requires the complaint/allegation to be reported to an appropriate authority.

Step 3. Write a formal grievance to the ACFC EC with the detailed grievance along with a detailed explanation of actions taken to date to try and resolve the situation and which addresses Steps 1.

The detailed written grievance should include:

1. Date of the grievance filing/submission
2. Name, phone number and e-mail address of the person filing the grievance
3. Name of player(s)
4. Team identification, including:
 - o Age group
 - o Name coach
5. Complete description of issue (include as much detail as possible, including date(s), time(s), location(s), names of witnesses, etc., if relevant)
6. Detailed step by step explanation of actions taken to date in an effort to resolve the problem

The ACFC EC will determine if the actions taken to date were appropriate and no further action is required; or whether the grievance requires further investigation. If the EC determines that further review is necessary the EC will commence investigations, as per below. The individual filing the grievance may be required to present at an EC, however, the EC reserves the right to deliberate in private if they feel the situation so requires.

1. An investigation will take place to interview and conduct a collection of facts with coaches, players and all parties involved, to determine what transpired during the said grievance concern.
2. Anyone who is the subject of a grievance will be accorded the right of reply.
3. The EC will review the concerned grievance and investigation and shall discuss all issues to determine the degree and severity of the behavior and the subsequent recommendation for corrective action(s), if necessary
4. The EC will notify the parties in writing of the outcome of the investigation.

POTENTIAL OFFENSES ALONG WITH POTENTIAL CORRECTIVE ACTIONS

Offenses may include, but are not limited to, misconduct/unsportsmanlike behavior, disrespect, vulgarity, endangerment to others/fighting, verbal and/or physical harassment.

Corrective actions may include, but are not limited to, verbal warning, accompanied by a meeting with the EC, suspension from all ACFC participation for a specified period of time; Suspension from ACFC participation for remainder of season; and other actions as deemed appropriate by the EC for the particular situation.

EXECUTIVE COMMITTEE REVIEW AND DETERMINATION

The ACFC EC decision stands as the final action at the club level. The ACFC EC will reply in writing to the submitter of the grievance on its findings and final determination. Upon conclusion of the final determination, the ACFC EC create a case file consisting of all documents associated with the investigation and fully document the final disposition.

CONFIDENTIALITY

ACFC recognises the sensitive nature of certain grievances and will take all reasonable steps to ensure that the information reported and gathered through investigations shall be kept confidential and only shared with those individuals with a need to know in order to resolve the grievance. All parties directly involved and/or affected by a filed grievance and who are allowed to continue to be members of ACFC, will not and should not be subjected to future retaliatory-like actions as a result of the filed grievance.