



1. Purpose

This policy is designed to provide clear and concise procedures for the management and resolution of complaints, disputes and grievances received by Ashburton United Soccer Club (AUSC).

The Ashburton United Soccer Club takes all complaints about on and off-field behaviour seriously. AUSC will handle complaints based on the principles of procedural fairness and transparency.

2. Procedure

We encourage grievances to be managed as close to the source as possible and where escalation is necessary a structured process is used to ensure any issues are resolved as quickly as possible.

In the first instance, we encourage any complaint be referred to your Team Manager.

Game day issues can generally be resolved on game day and we encourage this to be done where possible.

This includes issues with opposition teams where a discussion with the opposing Team Coach and/or Team Manager can generally resolve issues immediately.

If the complaint is not resolved, the following guidelines are to be followed if you have a complaint in relation to any aspects of the operation of AUSC including club officials, coaches, parents & players.

- a. Any complaint must be in writing or e-mail addressed to the Club Secretary
- b. Any person that complains by phone will be advised to put the complaint in writing or by e-mail.
- c. All complaints received by AUSC relating to any part of the operation of the club will be entered into the Complaints Register.
- d. The Secretary will acknowledge in writing all complaints within 7 days of being received and recorded in the Complaints Register.
- e. The Complaints Register will be kept by the Judicial Officer or President.
- f. The President will, as an item on the monthly Board agenda, have complaints listed.
- g. The Executive Committee will deal with each complaint and the Secretary will provide a response of the outcome to the complainant, a copy of which will be entered in the Complaints Register.
- h. Any committee member may present a complaint from any person to the committee to be dealt with as per paragraph 6.
- i. If a complaint cannot be resolved, it may be escalated to a dispute and managed using Clause 9 *Disputes* in the AUSC Constitution
- j. If a dispute is not resolved with the assistance of an independent mediator, it may be escalated to a grievance and managed using Grievance procedures as provided by Football Victoria.

3. Scope

This policy covers the following situations:

- a. AUSC member raises a complaint of behaviour of another football club
 - i. The Secretary will draft a letter outlining the behaviour, how it contravenes the values of AUSC and the expected next steps and timelines to resolve the situation.

- ii. It is expected the respondent club delivers a response in writing, regardless of any informal conversations.
- iii. Where the complaint is not resolved, the Secretary will inform the Judicial Officer who will determine next steps.

b. AUSC receives a complaint about an AUSC member from another club

- i. The Executive Committee will investigate the complaint in a timely manner and provide a response to the complainant in writing.
- ii. If disciplinary action is required for any AUSC member, this will be carried out as per *clause 24 Disciplining of members* in the Club's Constitution.

c. AUSC member raises a complaint of behaviour about another AUSC member

- i. The complaint will be investigated by the Committee. Appropriate action will be taken in line with clauses 9 and 24 of the AUSC Constitution
- ii. Complaints and supporting evidence, including conversations and expectations, will be documented in writing.
- iii. If any disciplinary action is required, this will follow *Clause 24 Disciplining of members* in the AUSC Constitution.

4. Record Keeping

- a. The complaint register will contain the following information
 - i. Name of complainant
 - ii. Nature of complaint (documented)
 - iii. Date lodged with AUSC
 - iv. Action taken by AUSC Response or outcomes of the complaint, including date of resolution
- b. All documents associated with the complaint will be stored in a designated Complaints Folder in the Governance Channel in MS Teams.

5. Definitions

- Complaint** Concern raised relating to on or off-field behaviour which is not related to play of the game. Referees are responsible for players and rules of play during the game. Any complaint received by AUSC against a referee will be referred by the Secretary to Football Victoria.
- Discipline** Action instigated by the Judicial Officer in response to a complaint of behaviour by a member of the Club
- Dispute** First level of escalation where a complaint cannot be resolved at Club level and requires independent mediation to achieve resolution
- Grievance** Second and final level of escalation of a complaint which has not been resolved with mediation (dispute) and needs to use the Grievance procedure as per the definitions listed in clause 24 in the AUSC Constitution.

Policy	Created/Reviewed	Approved
1. Policy	August 2017	AUSC Committee of Management 7-Aug-17
2. Review 2022	February 2022	AUSC Committee of Management 7-Mar-22
3. Review 2023		