MONARO PANTHERS

COMPLAINTS POLICY AND PROCEDURES

OBJECTIVE

To ensure that grievances / complaints raised by members (including members of the Committee), volunteers, stakeholders or community members of the Monaro Panthers Football Club (MPFC) are dealt with in a prompt and equitable manner.

The following document is required to be read in conjunction with the applicable MPFC Policies

- Monaro Code of Conduct MPFC Code of Conduct
- FFA Code of Conduct FFA Code of Conduct
- FFA Spectator Code of Behaviour FFA Spectator Code of Behaviour
- MPFC Junior Policy MONARO PANTHERS FOOTBALL CLUB JUNIOR POLICY

POLICY

It is recognised that people associated with MPFC will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships, the MPFC believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing.
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result
- Where a formal complaint is received by the MPFC it will be considered in a timely and confidential manner and documented together with the steps towards resolution.

RESOLVING COMPLAINTS

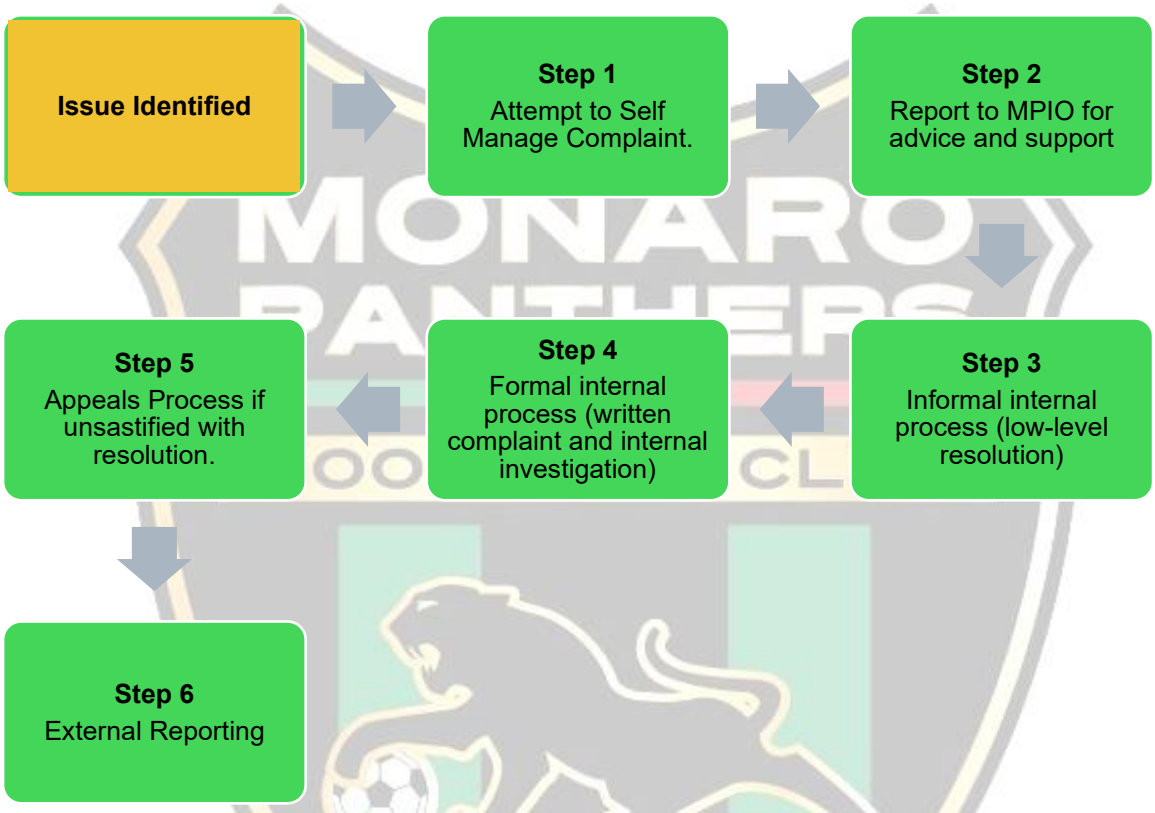
The MPFC has appointed a dedicated Member Information Protection Officer (MPIO) who is responsible for providing information about a person's rights, responsibilities and options to make a complaint or raise a concern under relevant member protection and child protection policies. The MPIO can offer advice on how to go about making a complaint. The MPIO will listen to issues raised by members before triaging and referring them to the right place to find a resolution. Refer to the MPFC MPIO policy Member Protection Framework | Football Australia The MPIO will keep all matters confidential unless it is requested otherwise. The MPIO does not advocate or investigate complaints on behalf of the complainant. To get in contact with the MPIO email them on mpio@monaropanthers.com.au

MPFC has a dedicated complaints officer whose responsibility is to liaise with complaintaints and appropriate MPFC officials to manage the complaint and reach an equitable solution for all parties involved. The complaints officer will assist in the mediation of the issue with the assistance of the Technical Director and Coordinator of the relevant age/group. The complaints officer can escalate a concern if considered necessary.

A complaint can be made by either completing the form at Appendix A or sending an email to the complaints officer at complaints@monaropanthers.com.au

MPFC also has an anonymous feedback form online which can be accessed and completed at any time if you wish to remain completely anonymous. However, please note in this instance the action that can be taken may be limited. You can access the form from our website here XXXXXXX

RESOLVING COMPLAINTS PROCESS



Step 1: Self-management

The person with the complaint tries to resolve the problem directly with the person who has upset them if it is safe to do so. Self-management of complaints can quickly resolve many lower-level and misunderstandings.

Step 2: Obtaining information and support from MPIO

If a complainant:

- has not been able to sort out the problem themselves
- is not sure how to handle the problem
- wants to talk about the problem and get some more information about what to do
- continues to experience the problem after approaching the other person or people involved;

Complainant can discuss the issues with the MPIO or an MPFC official member (who will then refer it to the MPIO). MPIO email address is mpio@monaropanthers.com.au

MPIO will provide support and direct the complainant to the relevant frameworks and policies applicable to the situation. The MPIO might also advise the complainant to raise the issue with the complaints officer for further discussion and action if required. Depending on the circumstances of the issue the complaints officer may be able to assist in the resolution of the issue, or they might seek further advice and assistance from the Technical Director and Coordinator for the relevant age group/ team.

Note: State/territory laws state that designated individuals must report allegations or suspected incidents of child abuse.

Step 3: Informal internal process (low-level resolution)

After talking with the MPIO and complaints officer the person with the complaint may decide:

- there is no problem
- the problem is minor and that they do not want to proceed with the matter
- to try and work out their own resolution, with or without support
- to seek an informal mediated resolution with the help of a third person such as a mediator, coach or official.

Characteristics of less serious complaints include behaviour or decisions that are:

- out of character for the person who the complaint has been made
- one -off
- not entrenched
- low risk of harm/ impact on other people or the team

Examples of less serious issues that can be dealt with using informal processes include:

- favouritism in player positions
- insufficient rotation of player positions
- excessive emphasis on winning or goals

It should be noted that the MPIO can not provide any form of action or escalation of an issue. The MPIO can provide support and direction on where to find further information and and resources. Action can only be progressed through the complaints officer. The MPIO can not advocate or investigate matters or issues.

Step 4: Formal internal process (written complaint and internal investigation)

If the complaint has not been resolved, the complainant may decide to write a formal complaint to the Technical Director and Coordinator for the relevant age group/ team, in the first instance and include the complaints officer. The complaints officer will document this on the MPFC Complaints register.

The complaints officer needs to make the committee aware that a formal complaint has been received and the actions that will be taken to resolve the issue identified. The committee can add input and escalate the issue if considered appropriate.

A formal procedure is most appropriate when:

- matters have not been satisfactorily resolved at the informal level
- matters involve serious allegations
- the other person denies the allegations
- repeated pattern of behaviour or entrenched behaviour

- the person or people being complained about are more senior than the person with the complaint
- A formal internal complaint usually involves an investigation of the complaint and then recommendations about outcomes

Examples of serious issues that should be dealt with using formal processes include

- Angry/volatile spectators
- Bullying (e.g. intimidation, initiation rituals/hazing, cyber bullying, ostracising behaviour by an individual or group).
- Sexual harassment
- Racial harassment and vilification
- Homophobia
- Extreme inappropriate coaching/ spectator behaviour (e.g. profanities accompanying aggressive/threatening gestures)

All complaints should be sent to complaints@monaropanthers.com.au

Step 5: Appeals Process

An appeals process If the person with the complaint or the person complained about is not happy with the process or outcome of the investigation, or any recommended mediation does not result in a mutually acceptable solution, then either party is entitled to appeal. In an appeals process, the complainant must submit the appeal in writing to the committee outlining the issues identified with the resolution offered. The appeal will be directly reheard within 5 working days of the written appeal being received. The complainant will be advised of the outcome of the appeal in writing. A person has the right to one internal appeal.

Step 6: External Reporting options

If the internal complaint resolution procedure does not achieve a satisfactory resolution or outcome, or if the person with the complaint believes it would be impossible to get an impartial resolution within the sporting organisation, they may approach an external body such as:

- Capital Football
- Play by the Rules Website
- Sport ACT

A Complaint can be submitted to Sport Integrity Australia where it relates to alleged Prohibited Conduct under the Child Safeguarding Policy, or allegations relating to discrimination based on a Protected Characteristics, including race, sex, age, disability or religion.

COMPLAINTS AGAINST A COACH

A complaint concerning a coach must be directed in writing to the complaints officer and shall

a) be in writing;
b) identify the coach against whom the complaint is made;
c) set out the details of the complaint;
d) identify the name and address of the complainant;
e) be signed by the complainant.

The complaints officer will ensure the complaint has all required information as set out above and is within the scope of the Coaches Code of Conduct policy. Once all information has been provided the complaints officer

will forward the complaint to the appropriate Technical director and group coordinator to review and investigate.

The Technical Director or group coordinator will provide written details of the complaint to the coach against whom the complaint is made and allow the coach to respond. The coach shall have 14 days to respond to the complaint in writing or in person. Taking into account the complaint and the reply, the Technical Director and Group Coordinator shall determine whether:

- the complaint is to be dismissed or upheld;
- disciplinary action is necessary, in which case sanctions may be applied;
- further investigation is required; or
- complaint needs to be escalated to the MPFC committee for a formal hearing.

Formal hearing

If a formal hearing is required, the committee will hear the complaint. If possible and where necessary it is recommended that an accredited coach also sit in on the hearing. The majority decision of the committee will be determinative.

Appeal Process

Any appeal to the decision will be made within five days to the committee. Any penalty administered by the committee will remain in force pending the outcome of an appeal.

Penalties

Penalties and sanctions open to be imposed by MPFC depending on the severity of the breach, include one, or a combination, of the following:

- issuing citation notices;
- requiring verbal or written apology;
- letter of reprimand from the Club, League or Association;
- the removal of certain privileges of membership;
- referral to counselling by or through State or Regional Development/Coaching staff;
- suspension from coaching duties and privileges;

Suspension

Suspension means the coach will no longer be permitted to return to coaching duties or maintain coaching privileges either for a period of time or permanently. Coaches who are sanctioned under this policy may also be subject to the disciplinary rules and processes of Football Australia or other properly constituted disciplinary mechanisms such as Sport Integrity Australia. In the most serious cases coaches may also be subject to criminal prosecution.

In accordance with the spirit of the Coaches' Code of Conduct, a three-stage citation process, in line with accompanying flow chart, is recommended by MPFC for dealing with breaches of the Coaches' Code of Conduct. The operation of the process will be monitored by the technical director and committee.

COACHES CODES OF CONDUCT BREACH			
	Stage 1 **Club Consultation**	**Stage 2** **Mentoring**	**Stage 3** **Disciplinary**
Procedure	1.1 Coach issued with a Code of Conduct Citation 1. 1.2 Breach to be outlined in accordance with Coaches' Code of Conduct. 1.3 Coach to meet with Technical Director and Group Coordinator	2.1 Coach issued with a Code of Conduct Citation 2. 2.2 As per 1.2 2.3 Committee to issue notification of ramifications of a further breach to a coach 2.4 Technical Director to counsel and assist with strategy for coach behaviours	3.1 Coach issued with a Code of Conduct Citation 3. 3.2 As per 2.1. 3.3 Coach's record to be presented to the committee. 3.4 Coach to be suspended
Action	• MPFC to issue citation notice. • MPFC to counsel coach. • MPFC to advise in writing outlining action and/or approach adopted.	• MPFC to issue citation notice. • Technical Director to facilitate implementation of strategies to modify behaviour.	• MPFC to issue citation. • Technical Director to administer. • Committee Advised and hearing heard.
Monitoring	• MPFC Official	• Random monitoring by MPFC committee or appropriately appointed person • Technical Director to observe all coaches issued with Level 1 citation.	• Random monitoring by MPFC committee or appropriately appointed person • Technical Director to observe all coaches issued with Level 1,2 and 3 citation.

APPENDIX A

COMPLAINT REPORT

Email Completed form to complaints@monaropanthers.com.au

Lodgement Form

Section A	Details of Complainant		
Your full name	Title: (Mr, Mrs, Ms, Dr etc)		
	Family Name		
	Given Names		
Your Postal Address			
Your phone, mobile and email details	Home Number Work Number Mobile Number	( ) ( ) Email address	
Area or person the complaint is about			
5. Informal meeting	Have you contacted the relevant person or position holder you are complaining about to try to resolve the problem? Yes No		
6. Release of name.	Do you consent to your name being supplied to the relevant person or position holder in relation to the complaint? Yes No		
SECTION B	Details of your problem		
1. Please be specific in regards to the problem.			

2. (If more space is required please attach a separate sheet of paper)	
SECTION C	Resolution of the problem
1. What do you think the club official/s should do about your problem? **2.** (If more space is required please attach a separate sheet of paper)	
SECTION D	Declaration
3. 1. Complainant to sign.	The information provided by me in response to the requests set out in this form is true and correct in all respects. Signature Date

WHO TO CONTACT

Member Protection Information Officer - mpio@monaropanthers.com.au

Complaints Officer -complaints@monaropanthers.com.au

Technical Director - td@monaropanthers.com.au

MiniRoos Coordinator (U6-U9) - nat.settin@monaropanthers.com.au

Junior League Coordinator - (U10-U14) junior_coordinator@monaropanthers.com.au

Community League Women's Coordinator - clowcoordinator@monaropanthers.com.au

Capital Premier League Boys - tina.brandt@monaropanthers.com.au

National Premier League Mens - Rob.Guglielmin@monaropanthers.com.au

Masters Coordinator - masterscoordinator@monaropanthers.com.au

Community League Men's Coordinator - clmcoordinator@monaropanthers.com.au

Community League Women's Coordinator - clowcoordinator@monaropanthers.com.au