



Olinda Ferny Creek Junior Football Club

Grievance and Issue Policy

Version: 1.0

Date: 26 November, 2007

Revision History

| Date | Version | Comments |
|------------------|-----------|---|
| 2 September 2007 | 0.1 Draft | Initial draft for presentation to members at 2007 club AGM |
| 17 November 2007 | 0.2 Draft | Issued unchanged in conjunction with player registration process for 2008 season. |
| 26 November 2007 | 1.0 | Adopted by Committee. |

Once formally adopted, all changes to this document are to be approved by the OFCJFC Committee.

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1 Audience

This document should be read by all members of the Olinda-Ferny Creek Junior Football Club (OFCJFC).

The document is of particular significance for those club officials who have a responsibility for participating in the resolution of grievances or issues raised by club members in accordance with this policy.

2 Introduction

The Olinda Ferny Creek Junior Football Club requires that all issues are resolved to the satisfaction of the members and Committee in a timely fashion. Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled. All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the steps to be taken, the persons responsible and the level of involvement expected for expediting issue resolution.

3 Procedure

1. Any person wishing to raise an issue or grievance shall in the first instance direct the issue personally to the relevant official as indicated below. Anonymous complaints will not be investigated

| Issue Relating To | Contact In First Instance |
|------------------------------------|--|
| Registration | Registration Secretary |
| Game day / Training / Team related | Team Manager or Coach (Preferable in first instance) Club Coaching Co-Ordinator (Alternative) |
| Club Jumper | Property Steward |
| Canteen | Canteen Manager |
| General nature | Committee Member |

Sometimes a coach or team manager may also hold an executive committee role in the Club. If the concern relates to a person holding a dual role and the claimant feels uncomfortable raising it with that person, the claimant may direct the concern to another executive committee member and outline the reasons for doing so.

As soon as practicable after an issue has been reported, the official approached and the claimant must meet and try to resolve the issue.

Where possible the person reporting the issue should make suggestions that may resolve the issue.

The official approached in the first instance may at any time call on other committee members for assistance.

2. In attempting to resolve the issue, all parties should take into account the following factors;
 1. The impact and extent of the issue, i.e., Is it likely to have a wider effect in the OFCJFC?
 2. The number of players or teams affected.
 3. The stated position of the club (if any) on the subject of the issue or grievance. (E.g. Club policy, philosophy or procedure etc)
 4. Whether appropriate temporary measures are possible or desirable.
 5. The expected time before the issue can be addressed.
 6. The resources that may be needed to resolve the issue
3. Where the parties initially involved cannot resolve an issue or grievance to their mutual satisfaction, the person raising the concern should refer the matter in writing to the club Executive through the President, Vice President or Secretary as soon as possible.
4. The consent of the Executive committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Club President is authorised to

make a public statement on behalf of the Club in respect to any issue referred to the Executive and / or General Committee.

5. The club President has ultimate responsibility and authority for resolution of all issues and grievances raised within the club.
6. Any football or team related issue reported to the committee without having first been raised with the team manager, Coach and / or Club coaching Co-Ordinator, will be referred back to the Team Manager and / or Coach to be given an opportunity to resolve the issue without the involvement of other club Executive or General Committee representatives in the first instance.
7. Members are reminded that Coaches and Team Managers have numerous responsibilities on game day and will be concentrating on performing their roles to the best of their abilities both during the match and also in the periods immediately before and after the completion of the game. The immediate post-game period in particular is a demanding time for these officials as they seek to organise the many important tasks associated with the completion and wrap-up of the match and turn their attention to preparation for the following week.

In order to ensure that these officials are able to give their complete attention to the issue at hand without detracting from the performance of their game day duties, members are requested to raise any relevant concerns with Coaches or Team Managers away from the busy game day environment. This may mean waiting until some time after the match has completed when officials have taken care of their other duties, raising the issue at training during the week or making another time convenient for all parties to discuss the particular matter at hand.

8. All persons are expected to make every effort and to take all reasonable actions to avoid situations that could cause serious injury or harm to the health of players, officials, other club members or the public. If any hazard is identified, appropriate action must be taken immediately by the person identifying the hazard and they must report the hazard and action taken to an Executive Committee member as soon as possible.