

Korumburra City Soccer Club (KCSC) Grievance, Complaints and Discipline Summary



- A constructive and positive approach to resolving issues that arise in the club.
 - Resolved at the earliest possible stage to the satisfaction of all parties concerned.
 - We follow the GSL code of conduct, our constitution and relevant laws.
 - Club members and volunteers should be encouraged to use this procedure.
- Unresolved issues tend to have poor outcomes for individuals and the club.

If a general issue cannot be resolved at the level it occurs, then it should be referred to the next level.

Record the date, people involved and basic details of general issues

A “notifiable” grievance, complaint or disciplinary action is defined as any issue that:

- is not resolved following 3 discussions
- is escalated to a higher level and not resolved.
- even if resolved, may bring the club into disrepute.
- may require police intervention, a club-imposed penalty/intervention or revoked membership.

In line with club policy, KCSC Committee undertakes to address all formal grievances, complaints and disciplinary action within 30 days of it being lodged.

Korumburra City Soccer Club (KCSC)

Policy

Grievance, Complaints and Discipline



Approved:	December 2019
Review Date:	December 2021
Signed by:	Rory Cull
Club Position:	President

1. POLICY OBJECTIVE AND EXPECTED OUTCOMES

The objective of this policy is to ensure KCSC members, volunteers and supporters have access to a consistent and fair process for dealing with and resolving issues and disputes without fear of ridicule or retribution.

This policy ensures that such issues are dealt with in a sensitive and thoughtful manner where confidentiality is maintained at the highest possible level. In addition, the policy and procedure are aimed at ensuring such issues/disputes are not unnecessarily escalated but resolved at the earliest possible stage to the satisfaction of all parties concerned.

2. GRIEVANCE, COMPLAINTS and DISCIPLINE POLICY STATEMENT

KCSC will actively pursue and promote a culture of mutual respect and open communication
KCSC will provide fair and consistent options for resolving grievances, complaints and disciplinary action.
These issues include but are not limited to:

- Conflict
- Behaviour
- Discrimination
- Appointments
- Victimisation
- Preferential treatment
- Dispute over Red Cards
- any matter which may cause concern for reasons of equality or opportunity.

KCSC undertakes to address all formal grievances, complaints and disciplinary action within 30 days of it being lodged.

3. RELEVANT DOCUMENTS

- Anti-discrimination Legislation
E.G. Equal Opportunity, Workplace harassment, Racial, Disability and Sex Discrimination.
- KCSC Constitution – (Chapter 7 -Disputes and Chapter 21- Disciplining of Members).
- GSL Rules of Competition (Chapter 6- Codes of Behaviour)

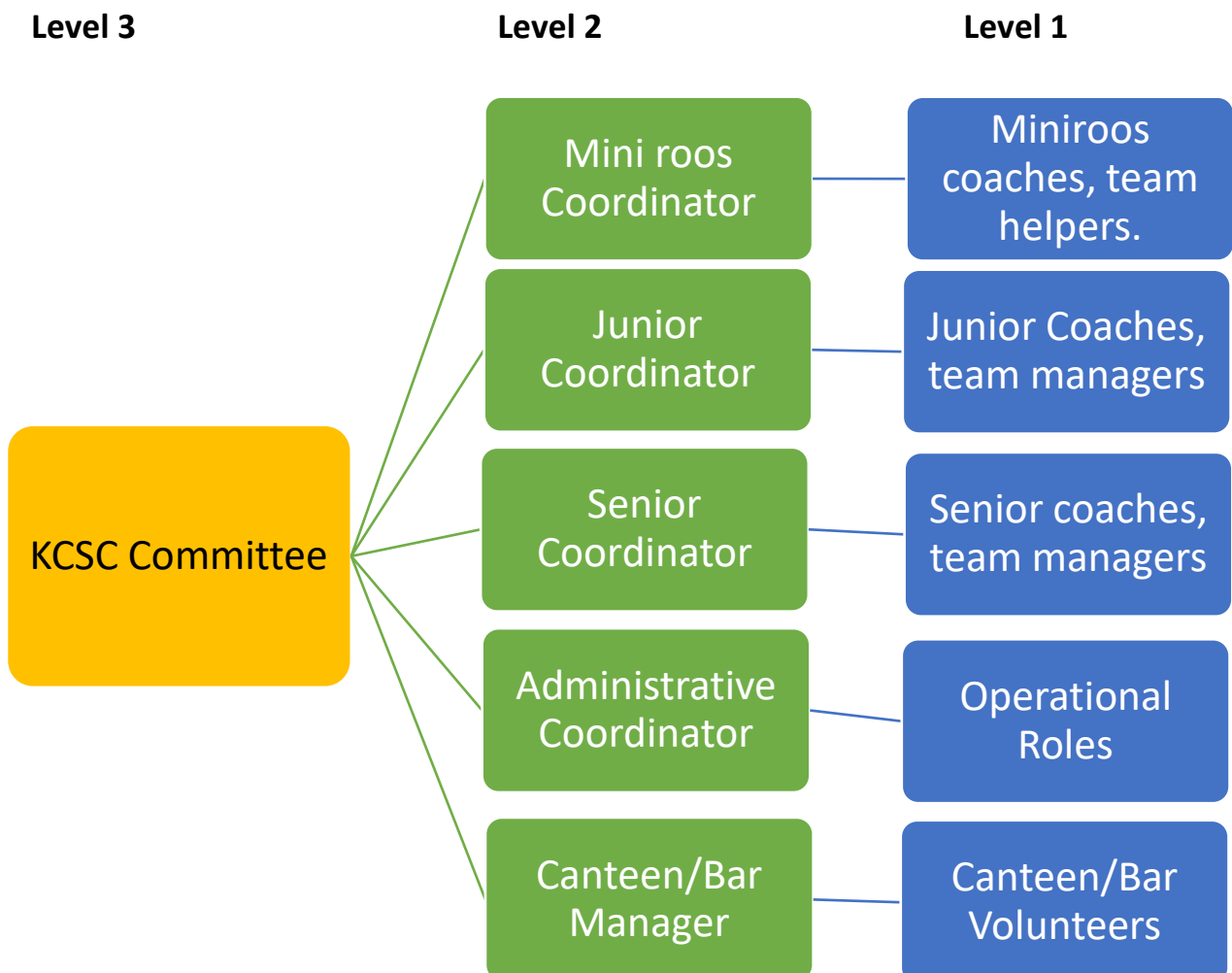
Korumburra City Soccer Club (KCSC) Procedure Grievance, Complaints and Discipline

Approved:	December 2019
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4. OPERATIONAL

STRUCTURE FOR GRIEVANCES, COMPLAINTS AND DISCIPLINARY ACTION.

Table 1:



5. PROCEDURE

This procedure emphasises a constructive and positive approach to resolving issues that arise in the club. There will be occasions, where despite best efforts, issues remain unresolved. This section outlines the procedures to be followed in those circumstances. It also covers the response or action to be taken by the club. Most importantly club members should be comfortable to use this procedure if required. Unresolved issues tend to have poor outcomes for individuals and the club.

5.1 Grievances, complaints and disciplinary actions are assessed whether they are general or notifiable.

General grievances, complaints and disciplinary actions

5.2 Most issues can be resolved quickly and should, in the first instance be dealt with at the level they occur (Table 1:). If a general issue cannot be resolved at the level it occurs, then it should be referred to the next level. Any general issue that requires discussion on 3 occasions becomes notifiable.

5.3 If a potential conflict of interest exists or if a member is not comfortable discussing an issue with the correct coordinator, they should talk to another coordinator, or committee member.

Some examples of general issues include:

- coach or team manager addresses behavior that does not comply with the code of conduct.
- parent makes a complaint to a coach or team manager about their child's treatment.
- volunteer makes a complaint about any area of club operation.
- club coordinator addresses actions of a Coach, Team manager or Operational staff/contractor/ volunteer that does not comply with club policy or procedure.
- committee member has a complaint about treatment or area of club operation.

5.4 It is advised that any member or volunteer, record date, people involved and basic details of general issues in case they become notifiable, particularly in the case of behavioral issues that may require disciplinary action.

Notifiable Grievance, Complaint and disciplinary actions

5.5 A "notifiable" grievance, complaint or disciplinary action is defined as any issue that:

- is not resolved following 3 discussions
- is escalated to a higher level and not resolved.
- even if resolved, may bring the club into disrepute
- may require police intervention, a club-imposed penalty/intervention or revoked membership.

Notifiable complaint in regard to a Red Card

5.6 Red cards issued by GSL attract a sanction and fine which is determined by the GSL. KCSC Policy is:

A player who incurs a Red card is liable to pay the fine.

GSL have an avenue for appeal which is more costly than the fine and is non-refundable. If the player believes the red card was unfair, they can appeal internally, and ask the club to pay the fine. This is considered a notifiable complaint and should be directed in the first instance to the relevant club coordinator. (Junior or Senior).

Notifiable Complaint Procedure

6.1 A notifiable issue requires the completion of a written statement which will record:

- Date Received
- Name of complainant
- Contact details
- Description of issue
- Record of multiple discussion (if relevant)
- Outcome Sought

6.2 In line with club policy, KCSC Committee undertakes to address all formal grievances, complaints and disciplinary action within 30 days of it being lodged.

6.3 The Committee will investigate and take actions deemed necessary in line with state and federal laws, GSL Codes of conduct and Rules of Competition, KCSC constitution and Club policies.

Initially, committee will undertake an investigation into the circumstances. The purpose of the investigation is to:

- establish the nature of the complaint
- gather evidence to enable a decision to be taken on whether there is a disciplinary case to answer or mediation required.
- consider if the matter should proceed to a judiciary panel or mediation.

6.4 If the matter is referred to a judiciary panel, section 21 of the constitution (disciplining of members) will apply. If the matter refers to a grievance and can't be resolved by the club, section 7 of the constitution (disputes) will apply.

Appendix 1.

KCSC Grievance / Complaints Form

The following provides a sample of a form for complaints and the actions undertaken. To provide the Committee with a record of the types of complaints received (any trends), the effectiveness of resolution strategies and a record of what was done as a risk management measure a register of Grievances and Complaints will be recorded. These records, together with copies of correspondence regarding the complaint, will be retained for at least 7 years.

Name of complainant:		Contact Number:
Date(s) of complaint		Email:
Complaint Description		
What is your suggested solution?		
PTO or Additional pages or attachments can be added		
Actions Taken to Collect Information: YES/NO		Actions Satisfaction: Yes/No
Date Received :		Date Completed:
Further Action:		
Form completed by:		