



BULLCREEK LEEMING JUNIOR FOOTBALL CLUB (INC)

ABN 68 608 495 502

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GRIEVANCE POLICY

Policy Description

Bullcreek Leeming Junior Football Club recognises and acknowledges the entitlement of Club members to lodge a complaint and aims to work with Club members to achieve outcomes that are in the best interests of the players and members.

Club members should feel valued and involved with the club and are encouraged to voice their concerns.

Problems are likely to arise if Club members feel that the club is not open to their concerns. It is better to have a direct complaint to the Committee than to have members sharing their dissatisfaction with others.

The culture of Bullcreek Leeming Junior Football Club is to be open and for complaints to be received in a positive manner.

What constitutes a complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem.

All complaints received in writing by the Secretary in accordance with this policy will be handled seriously and records kept.

A complaint may be made if a Club member thinks that the club has, for example:

- done something wrong;
- acted in a discriminatory manner
- failed to do something it should have done; or
- acted unfairly or impolitely.

A complaint may be made about the club as a whole, a particular aspect of the club, or about an individual member of the club, a coach, a manager, the committee or a committee member.

The files will contain clear notes of all conversations with club members about any source of dissatisfaction. This may apply to friendly chats, telephone conversations, social media posts, text messages and emails as misunderstandings easily arise.

Confidentiality

Any complaint will be treated in a confidential manner and with respect.

It is the Club's policy that complaints made by parents will not rebound adversely on their children and similarly that complaints raised by players will not negatively impact on them or on any other player.

Anonymous Complaints

Anonymous complaints will not be accepted. BLJFC Grievances Policy Approved 1/12/15

Procedure

- 1) Club members should put their complaint in writing (letter or email) to the BLJFC Committee via the Club Secretary.
- 2) The Complainant is encouraged to ensure they have all available information about the issue before presenting it.
- 3) The complaint will be presented to the *Executive Committee as soon as it is received.
- 4) The *Executive Committee will then decide, depending on the nature of the complaint, which of the following avenues should be utilized to address the complaint:
 - a) *Executive Committee considers the complaint and issues a response
 - b) Coaching Committee considers the complaint and issues a response with the approval of the *Executive Committee
 - c) Auskick Coordinator considers the complaint and issues a response with the approval of the *Executive Committee
 - d) The complaint is sent to any other party/body that the *Executive Committee deems appropriate for consideration and response with the approval of the *Executive Committee
 - e) The complaint is placed on the agenda for the next scheduled Committee meeting for consideration and response
 - f) A Special Committee Meeting is to be called at the earliest opportunity to consider the complaint and respond

- 5) If the complainant is dissatisfied with the outcome through channels a, b c or d above then the matter will be considered by the full Committee through e or f above
- 6) All complaints will be tabled as incoming correspondence at the next scheduled Committee meeting after its receipt by the Secretary.
- 7) The complaint will be reviewed by the Committee at the scheduled meeting calling upon all available resources. These may include:
 - Written or verbal input from the complainant and other club members;
 - Written and verbal input from the person/s who may be the subject of the complaint and;
 - Any other material or evidence from outside of the Club that is appropriate and relevant to the complaint.
- 8) After review and discussion of the matter the Committee will decide upon an appropriate course of action to address the complaint. This course of action must be supported by the majority of the Committee members present at the meeting in accordance with the BLJFC constitution.
- 9) The Club Secretary will reply in writing to the Complainant within 7 working days of the meeting to inform them of the outcome of the meeting and any actions to be undertaken.
- 10) The Committee's decision will be final with regard to the complaint tabled and no further discussion will be entered into on that matter.

Resolution

Satisfaction for a complainant may come from any of the following:

- knowing that changes have been made, and that matters will be different in future;
- knowing that the Club is now alert to a possible problem;
- feeling that their concern has been considered seriously;
- an outcome which may be different from the one they sought, but which they perceive to be well-considered;
- a considered letter or;
- an apology.

If time has been needed to consider matters, the complainant should receive a report letter. This should assure the complainant that the issue has been understood and the matter is being dealt with.

The Club is not obliged to keep complainants informed as to what action has been taken. The complainant may be assured that action has been taken. This will help prevent misinformation being circulated in the Club community.

Outcomes

The Club's complaints procedure is designed to resolve problems and can provide the Club with helpful information.

Complaints will be treated as constructive suggestions and used to improve Club standards.

*The Executive Committee being the President, Vice-president, Secretary, Treasurer and Registrar of the club.