



Templestowe Wolves Football Club

ABN: 29 314 613 416

info@templestowewolvesfc.com.au

Grievances & Complaints Policy

1 PURPOSE

Sport should be a place where you enjoy yourself, develop friendships and have fun. It's not a place where you should be subjected to discrimination, harassment or abuse. If this behaviour occurs, you have every right to make a complaint.

This Policy and Procedures document is to ensure that grievances and complaints raised by external parties eg Opposition, referees, members (including members of the Committee), volunteers, players, coaching staff, Team Managers, parents or community members are dealt with in a prompt and equitable manner.

2 POLICY

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

Templestowe Wolves Football Club's belief is 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 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 Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution.
- All complaints and grievances will be documented within the complaint and grievance register including outcomes.

3 PROCEDURES

Steps to Making a Complaint and Achieving Resolution:

- Speak to the person causing the problem and inform them of the behaviour, decision, or action that the complaint or grievance refers to. Discuss possible solutions, if resolution cannot be reached.
- Speak to the disciplinary/grievance committee for advice on possible solutions including intervention and or informal mediation.



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- Make a formal complaint in writing to the Templestowe Wolves Football Club for investigation by the disciplinary / grievance committee and recommendation of actions/outcomes.
- If you have exhausted all avenues with Templestowe Wolves Football Club and feel the need to still escalate your complaint, contact relevant external authorities (e.g. police, child protection or anti-discrimination agency).