



## **COMPLAINTS POLICY**

The purpose of this document is to set out the process by which grievances and complaints arising from a failure to adhere to the Yarabi Football Club Code of Conduct, or other behaviour deemed to be inconsistent with the values of the club, will be investigated and resolved.

### **Making a Complaint**

The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing. We encourage individuals to attempt to resolve grievances informally, between themselves where possible and appropriate before escalating to a formal complaint.

At this stage it may be appropriate to discuss the complaint with a member of the Club's Executive Committee or coaching staff and seek advice as to potential interventions or solutions.

Should this prove ineffective, then a formal complaint will need to be lodged in writing with the Executive Committee (via email: [info@yarabifc.com](mailto:info@yarabifc.com)), outlining the nature of the complaint and the parties involved.

### **Complaints Procedure**

Where a formal complaint is received, it will be referred to the Club's complaints officer (unless the complaint directly concerns the complaints officer) for discussion and recording in a central complaints register.

The club will endeavour to make contact with the complainant within seven (7) days of the receipt of the complaint.

Where another party is involved, and the committee considers it appropriate to further explore the nature of the complaint made, this party will be informed of the full details of what is being said and a meeting will be established between the parties and an appropriate, impartial committee member.

At this stage the parties will be able to present their positions, and present any evidence which may assist the committee in reaching a determination as to the alleged conduct.

Where the complaint is substantiated, and a resolution is unable to be reached during the meeting between the parties, the complaint will be referred to the next Committee Meeting or

if deemed more urgent will be dealt with out-of-session, with the intention of reaching a decision which the committee thinks is appropriate, fair, and equitable, in accordance with the Club's Code of Conduct. Where appropriate, the Club may seek advice from Capital Football or other clubs on resolving a matter in order to ensure suitability of the outcome for all parties.

The parties involved will be informed of any decision in writing.

Should the parties consider the resolution unsuitable or if they are dissatisfied with the decision of the committee, then the complaint will be referred to Capital Football for review and independent determination.

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