



## Complaints Policy

The Munno Para City Soccer Club takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness (natural justice), that is:

- all complaints will be taken seriously;
- both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- irrelevant matters will not be taken into account;
- decisions will be unbiased and fair; and
- any penalties imposed will be fair and reasonable.

More serious complaints may be escalated to the EDJSA, FSA and/or SAASL.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority and the EDJSA, FSA and/or SAASL.

### Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. Junior Coordinator or Registrar) will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;
- take notes; and
- maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about to resolve the issue
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);

- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from EDJSA, FSA and/or SAASL
- referring the complaint to the EDJSA, FSA and/or SAASL; and/or
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to the EDJSA, FSA and/or SAASL and an inquiry is conducted, the club will:

- co-operate fully;
- ensure the complainant and respondent are not victimised.
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on the EDJSA, FSA and/or SAASL recommendations.