



Issue Resolution Policy

Yarra Glen Junior Football & Netball Club seeks to ensure that any issues raised are resolved in a timely and amicable manner to the satisfaction of all parties.

Raising a concern

Any person wishing to raise an issue should do so as follows:

- o Team related – raise with team manager or coach;
- o General nature – raise with committee member, preferably the Club Secretary

Team complaints

Parents/Players concerns about coaching

Our coaches are not paid. They volunteer a lot of time and effort to provide a positive learning environment for our children. Parents are asked to fully support and, where possible, assist coaches when required. If you have any concerns regarding the coach, you should inform the Team Manager and where possible, speak directly to the coach about your concerns. At no time should you attempt to confront a coach whilst training or a game is in progress.

Coaches concerns about parents

If a coach has a problem with a parent they should try to establish and maintain an open line of communication and talk to the parent about their concern. It is advisable that this is done in the presence of the Team Manager. Do not let the situation become heated. If the matter is not able to be resolved in this manner, it should be referred to the Secretary who in turn may refer it to the Committee for mediation and resolution.

If a coach has a problem with a player they should talk to the player and express concerns. Discussions are always best undertaken in the presence of a parent. If concerns continue, Coaches have the authority to suspend players if the further incident warrants this action.

If they are unable to resolve the matter at that level they may refer it to the Club Secretary for consideration.

Player concerns about another player

If a player has an issue with another player, s/he (or their parents) should not take matters into their own hands but rather refer the matter to the coach in the first instance.

If they are unable to resolve the matter at that level they may refer it to the Club Secretary for consideration.



Complaints involving other Clubs

Complaints against another club

If a Club member has concerns about the behavior of a player, team official or spectator, they should first raise the matter with the relevant YGJFNC team manager who should address it by speaking to the opposing team manager.

If they are unable to resolve the matter, they may refer it to the Club Secretary for consideration.

Irrespective of the outcome any complaints made to an opposing club should be referred to the Club Secretary for noting.

Complaints from another club

If a representative of another Club wishes to raise a concern, they should do so in the first instance with the relevant YGJFNC team manager.

If they are unable to resolve the matter, they may refer it to the Club Secretary for consideration.

Irrespective of the outcome any complaints received from an opposing club should be referred to the Club Secretary for noting.

Complaints to the Club Secretary

The Club Secretary shall act as the Club's Complaints Officer.

Responsible officers

Depending on the nature of the issue the Secretary will, in consultation with the President, refer the matter to the relevant Club Official for investigation and resolution, typically:

Matter	Investigating Officer
Player selection, game time etc	President
Coaches and other team officials behavior	President
Player behavior	President
Matters involving claims of vilification, discrimination and bullying	President
Parent / spectator behavior	President
Matters involving the AFLOE and/or other clubs	President

Depending upon the nature of the issue the matter may be referred to a third party either internally or externally to the Club (e.g. Child Protection Officer).

The Club President, Vice President and Secretary are the only representatives of the Club who may lodge an official complaint with another team, the OEFN or any other organisation.



Resolution

In attempting to resolve the issue, all parties should take into account the following factors:

- o The extent of the issue, i.e., if it is likely to have a wider effect in the Club;
- o The number of players or teams affected;
- o Whether appropriate temporary measures are possible or desirable;
- o The expected time before the issue can be addressed; and
- o What resources may be needed to resolve the issue

On receiving a complaint the Investigating

Officer shall:

- o inform the person alleged to have contravened the Policy (the respondent) of the complaint and provide the respondent with an opportunity to respond to it;
- o obtain statements from any witnesses identified by both parties to the complaint;
- o where available, obtain any other evidence;
- o arrange for the complaint to be conciliated, by an independent conciliator agreed upon by both parties;
- o take all steps necessary for the complaint to be conciliated within 5 working days from the day on which the incident is alleged to have occurred;
- o ensure that where a matter is resolved by conciliation the only public statement made shall be agreed to by both parties to the complaint and the Club's President and that the terms of any settlement are finalised to the satisfaction of the complainant and respondent and signed by the parties and the conciliator.

Sanctions

Where a Club member is found to have breached Club policy, the Club may adopt the following response:

Committee

By taking a role on the Committee, each member accepts the collective responsibilities this entails. Each member must ensure that his/her behavior and demeanor sets an example for others to follow. Possible consequences of breaches of the Code may include:

- o Written Warning: (By Executive Committee / Delegated Committee Representative)
- o Written Caution: (By Executive Committee - after appearing before a recommended constituted panel - to be comprised of at least two of: Relevant Coordinator, Secretary or delegated Board representatives)
- o Suspension: (decision of Executive Committee)



Players

Part of learning how to play the game is learning how to conduct themselves both on and off the field. Players must be aware that Yarra Glen Junior Football & Netball Club demands the highest standards of behavior. Possible consequences of breaches of the Code, may include:

- o 'Formal' Verbal Warning: (Coach) - Coach to handle the initial on-field misdemeanors.
- o (b) Written Warning: (Committee /Delegate)
- o Written Caution: (By Executive Committee - after appearing before an appropriately constituted panel - to be comprised of at least two of: Football Manager and/or committee representative, Team Manager, Coach, Team Captain)
- o Suspension: (By Executive Committee).
- o Deregistration: (By Executive Committee).

Coaches

A coach is a mentor, role model, teacher and counselor to players. Parents and players therefore should expect that the behavior and demeanor of coaches is not only exemplary but beyond reproach. Possible consequences of breaches of the Code (graded):

- o Warning: (Football Manager / Executive Committee Representative)
- o Written Caution: (By Executive Committee - after appearing before an appropriately constituted panel - to be comprised of at least two of: Football Manager and two other relevant officials, approved by the Junior Committee)
- o Suspension (By Executive Committee)

Parents

Parents of players at Yarra Glen Junior Football & Netball Club have the right to expect that the Club will provide a safe, harmonious and enjoyable environment for their child to play football. The Club in return expects that parents will ensure that their behavior does not bring the Club into disrepute. Possible consequences of breaches of the Code (graded):

- o Warning: (By Team Manager / Executive Committee representative)
- o Written Caution: (By Executive Committee - after appearing before an appropriately constituted panel - to be comprised of at least two of: Football Manager and two other relevant officials, approved by the Executive Committee)
- o Suspension: (By Executive Committee)

Care needs to be exercised to ensure that players are not penalised for the behavior of others.

Confidentiality

Confidentiality must be maintained throughout the complaints process. All parties to a complaint must all agree to the maintenance of confidentiality. No person



involved in the complaints process should publicly comment on any aspect of the complaints process without the prior written agreement of all parties.