

Complaints / Grievance Policy

Policy

Ingleburn Eagles Soccer Club Inc requires that all issues of conflict or grievance are resolved in a timely fashion. The resolution process should ensure all members and committee are confident the process has been undertaken with procedural fairness, transparency and objectivity.

Examples of complaint or grievance might include issues with communication, behaviour and education regarding policies and procedures. Ingleburn Eagles Soccer Club encourages an open forum for parents and players to express their concerns when presented in a manner that is appropriate and constructive.

As a club we will apply the following principles when dealing with issues of complaint or grievance:

- **Treat** issues seriously
- **Act** promptly
- **Treat** people fairly and listen to both sides of the story
- **Stay** neutral
- **Keep** parties informed
- **Try to maintain** confidentiality if possible
- **Protect** against victimisation
- **Keep** accurate records
- **Make** decisions based only on information gathered not personal views
- **Disciplinary** action should be relative to the breach

All members have a responsibility to participate in reasonable actions to resolve issues. In all instances self-resolution is the preferred approach to addressing grievances (unless inappropriate to do so due to the severity of the complaint).

Ingleburn Eagles Soccer Club identifies there are two categories for resolving grievances. These are:

1. Self-resolution – try to resolve the matter between parties
2. Assisted resolution – resolution is resolved with the assistance of internal or external parties

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Procedure

All complaints or grievances must follow the processes outlined below in order unless it is inappropriate to do so given the severity of the complaint.

1. Any person wishing to raise a matter regarding an on-field soccer experience or team related issue shall initially approach the team coach in the first instance to address the issue and hopefully resolve the issue at that point.
2. Concerns regarding general off-field soccer matters (e.g. fees, administrative issues, uniforms, etc.) should be referred to the club secretary via email at secretary@ingleburneagles.org.au where the secretary can escalate the issue to the appropriate committee member for resolution.
3. Where possible the person reporting the issue should make suggestions that may resolve the issue.
4. All matters are to be reported or addressed as soon as possible after an issue has occurred.
5. Any matters that involve a legal issue or issues which could potentially impact the liability of Ingleburn Eagles Soccer Club should be brought directly to the attention of the executive committee via the president and secretary.
6. The consent of the executive committee must be obtained before any external parties are involved in the resolution of club issues. The relevant persons will be notified if a public statement is required.
7. The coach/committee member will take all reasonable steps to resolve the issue. In attempting to resolve the issue, all parties should take into account the following factors:
 - a. The extent of the issue, i.e. is likely to have a wider effect in the club?
 - b. The number of players or teams affected.
 - c. Whether appropriate temporary measures are possible or desirable.
 - d. The expected time before the issue can be addressed.
 - e. What resources may be needed to resolve the issue?
8. The coach/committee member may at any time call on the executive committee for any assistance.
9. The final decision with regard to any grievance resolution that has not been resolved at an individual, team level or committee level may require the executive committee to assess the issue and make a decision in the best interests of the club and parties involved.

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10. Once a decision has been reached sanctions may be imposed in accordance with the clubs constitution and code of conduct. These could range from mentoring and assisting the aggrieved and or the offender or offending group involved, too in the most serious of cases, a player's or family member's club membership being revoked and no longer welcome at Ingleburn Eagles Soccer Club.
11. Any on-field soccer experience matter reported to the committee, where the coach has not been given the initial opportunity to resolve any such issue, will be referred back to the coach unless it is deemed inappropriate to do so.

Policy and Procedure for voicing a concern involving a coach

Ingleburn Eagles Soccer Club encourages an open forum for parents and players to express their concerns when presented in a manner that is appropriate and constructive. However, there is an appropriate time and place to voice these concerns. Please refrain from approaching a coach with a concern when the coach is on the field training his or her team and refrain from raising individual concerns in front of the entire team or via team email lists. The above actions are inappropriate, may cause the issue to escalate further and tend to prevent a positive resolution.

To help facilitate a resolution to coaching concerns in a manner that is fair to both parties, the following procedure should be followed:

1. Speak directly with the coach and try to resolve the problems face to face. This should be done at an appropriate time when there are no other players or parents present, and when the coach is finished with training or coaching. It is best to wait for 24 hours following a situation, in order to allow cooler heads to prevail. After speaking with the coach, if you feel that the problem has not been resolved, then go to the next step.
2. Write a letter addressed to the club using the club mailing address or email address. In this letter, document the steps that you took previously to address the issue with the coach and the coach's response. Also include a solution that you recommend. The club will respond within seven (7) days of receipt of your letter. If you do not feel that the problem has been resolved, then go to the next step.
3. Write a letter addressed to the executive committee documenting your concerns and all the steps that you have previously taken in an attempt to remedy the situation. The executive committee will respond within seven (7) days of receipt of your letter.
4. There are no further appeal processes available to members once a decision has been made by the executive committee.

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Correspondence

All written correspondence is to be addressed to the appropriate party and mailed to the following address:

Ingleburn Eagles Soccer Club Inc
PO Box 218
Ingleburn NSW 1890

Email correspondence can be sent to the following club email addresses:

Matters to be referred to the club secretary or executive committee are to be sent to secretary@ingleburneagles.org.au or president at president@ingleburneagles.org.au