

# UWANFC Complaints Policy and Procedure

VERSION: 1.0

UWANFC is committed to promoting responsible and respectful behaviour to ensure people feel safe when interacting with people involved in football in the Club. The Club officials, (Management Committee), are authorised under the Constitution to handle all complaints and appeals.

As directed by the Constitution (10.2), all complaints to be made in writing to the Secretary who will administrate this policy and procedure. The Secretary will bring complaints to the attention of the Management Committee. The Management Committee will 'stand-up' a Sub-Committee to review the complaint and provide recommendations to the Management Committee to resolve the complaint.

The privacy and confidentiality of this process is important and UWANFC respects the Privacy Act provisions in this regard.

The UWANFC Secretary can be contacted by Email: [secretary@uwanfc.com.au](mailto:secretary@uwanfc.com.au).

## 1 Complaints Policy

UWANFC seeks to maintain and enhance our reputation of providing our members and wider football community a high quality safe, inclusive and fair experience. A formal complaints procedure affords the opportunity to uphold our standards, values and improve our service to our members and community.

UWANFC is committed to being responsive to the needs and concerns of our members and to resolve complaints as quickly as possible.

This policy has been designed to provide guidance in which how UWANFC receives and manages concerns and complaints. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to:

- Support people to resolve minor issues informally.
- Give clear guidance and awareness of making, dealing with and resolving complaint.
- Commit to complainants that a complaint will be investigated impartially, under a consistent process with a balanced view of information and evidence.
- Take steps to actively protect your personal information.

## 2 Complaints Procedure

What can I expect?

- The Sub-Committee will listen to your complaint;
- The Sub-Committee will inform you whether your complaint is something that can be dealt with through this process, and if not, the alternative options for pursuing your complaint;
- The Sub-Committee will ensure that you have all of the information that is necessary for your complaint to be managed / resolved;
- The Sub-Committee will record information about you and your complaint in order for it to be managed / resolved and in order for UWANFC to monitor the complaints being made and how they are being resolved. Personal information will be held and dealt with in accordance with the Privacy Act 1988.
- All details will be kept confidential except in exceptional situations where disclosure is necessary to prevent or lessen a serious risk to the life or health of any person, as provided for in the Privacy Act 1988.
- The Sub-Committee may recommend for your complaint to be referred to Football West.
- Football West may need to investigate the complaint, and may need to contact you to obtain more information.

- The UWANFC Code of Conduct, and the UWANFC Constitution provides a range of offences and the potential sanctions from a caution or warning, to bans on attending matches, to suspensions from involvement in playing, refereeing, coaching, or administering football, and other sanctions as appropriate.
- Employment complaints will be dealt with in accordance with the relevant employment legislation and agreements.
- You will be advised on the result of the hearing by the Sub-Committee.

What can I complain about?

- Health and safety risks
- Unethical, dishonest or illegal behaviour
- Conflicts of interest
- Off-field unsporting behaviour
- Disrespectful behaviour
- Harassment (sexual or otherwise)
- Bullying
- Misconduct
- Health and Safety risks
- Unlawful discrimination
- Offensive/insulting language or behaviour.

Note: This complaint process does not apply to:

- Any on-field conduct during a match (this is managed by the match official and/or Football West).
- Selection decisions.
- Poor spectator behaviour by members of the public who are not connected to UWANFC.

### 3 Making a Complaint

UWANFC supports everyone to participate in a safe environment, develop friendships and have fun. No person should be subjected to discrimination, harassment or abuse. If you believe this behaviour is occurring, you have every right to make a complaint.

This policy and procedure is open to anyone involved in UWANFC to make a complaint. This procedure allows you to progress:

- **Trying** to sort the matter out yourself;
- **Informal** discussions with the other party;
- **mediation**;
- **lodging** a formal written complaint;
- **appealing** to Football West if you believe the outcome was; biased, you have been denied natural justice or the process didn't follow Football Australia's procedures;
- **referring** or lodging a complaint with an external authority (e.g. police, child protection or anti-discrimination agency).

You have a choice in how you would like your complaint dealt with. In some cases, UWANFC may have a duty of care and be required to act, irrespective of how you would like the complaint handled (e.g. if a child is believed at risk of harm).

If you need advice regarding the options available to you it may be worth speaking with the Administrator, Secretary or President.

## 4 Where to complain

You can direct complaints to the UWANFC Secretary, [secretary@uwanfc.com.au](mailto:secretary@uwanfc.com.au).

If the issue is serious (e.g. sexual harassment or physical assault) you can either lodge a complaint with UWANFC or Football West, or directly with WA Police.

If you decide to make a complaint you can generally expect to be:

- **Identified** (but only to Committee Members, and the person against whom you are making the complaint, the rest of the Club will not be told)
- **Requested** to support your complaint by providing information about the incident e.g. what, where and when the behaviour occurred and what you did at the time the contact details of any witnesses any evidence or documents e.g. emails, text messages
- **Protected** from victimisation by the Club.

## 5 If your complaint involves suspicions of harm against a child

If you are worried that a child is at risk, report your suspicions immediately to Football West and child protection authority (this is a legal requirement).

## 6 Complaints Procedures –

\*Procedure references [Football Australia Member Protection Framework: National Complaints Procedure](#).

### 6.1 Informal Procedures:

We encourage you always to raise concerns directly with the person who has behaved in a way causing concerns, unless there are safety reasons or the issue is too serious to resolve in this way.

The focus is on resolution, not substantiation. Informal procedures may be useful when the:

- (a) allegations are less serious;
- (b) allegations are admitted;
- (c) relationships are important to maintain;
- (d) the Complainant prefers an informal option; and/or
- (e) behaviour has been observed by the Complaints Handler.

The following are four (4) different ways in which a complaint may be handled informally:

- (f) observation;
- (g) counselling;
- (h) mediation; and
- (i) education.

### 6.2 Formal Procedures:

If it is not possible or appropriate to resolve a complaint through an informal process, a Complainant may:

- (a) make a formal complaint in writing to the Secretary, UWANFC via the below form, or

(b) approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice and assistance.

Formal complaints may be lodged using the Football Australia online Reporting Tool available at [www.footballaustralia.com.au/report](http://www.footballaustralia.com.au/report) or by calling the Football Australia Report Hotline on 1800 571 850. The Football Australia reporting tool is managed by Football Australia's independent integrity partner, Core Integrity, who will assist in directing the report to the appropriate body. All complaints that relate to a national matter or a most serious matter at the state or territory level should be lodged via the Football Australia online Reporting Form.

## 7 Complaints Form

This form is intended for complaints relating to inappropriate or objectionable behaviour from people involved in UWANFC as prescribed in the Code of Conduct and/or Constitution.

This form will be submitted to the UWANFC Secretary, via email: [secretary@uwanfc.com.au](mailto:secretary@uwanfc.com.au).

Full Name:	Date:
Phone No:	Email Address:
Complaint is over 18 years of age? Yes / No	
Best time to contact you? Morning   Afternoon   Evening	
Best method to contact you? Email   Phone	
Role/Status of Complainant:	
<input type="checkbox"/> Player	<input type="checkbox"/> Parent
<input type="checkbox"/> Coach	<input type="checkbox"/> Team Official
<input type="checkbox"/> Player	<input type="checkbox"/> Support Personnel
<input type="checkbox"/> Spectator	<input type="checkbox"/> Other
When did the incident take place?	Where did the incident take place?
What is the nature of the complaint?	
<input type="checkbox"/> Bullying	<input type="checkbox"/> Harassment
<input type="checkbox"/> Abuse	<input type="checkbox"/> Intimidation
<input type="checkbox"/> Other [ <i>please state</i> ]	<input type="checkbox"/> Discrimination
<input type="checkbox"/> Victimisation	
Briefly outline the facts relating to the nature of your concerns including names, places and times (if known)	
What do you want to happen to resolve the matter?	
What steps, if any, have you taken to resolve the issue?	

## 8 Complaints Flow Chart



## Administration

<b>Responsible Manager:</b>		<b>Review Cycle:</b>	<b>Review Next Due:</b>
UWANFC Administration Manager		Annual	October 2022
<b>Compliance References:</b>			
<b>UWANFC:</b>	Organisational Policy reference <ul style="list-style-type: none"><li>• Privacy Act 1988</li><li>• Constitution</li><li>• Privacy Policy</li></ul>		
<b>Document Location:</b>		<i>Insert hyperlink</i>	
<b>Version:</b>	<b>Decision Reference and Synopsis:</b>	<b>Date Approved:</b>	
1.0	Document creation	January 2022	