



KALAMUNDA  
CITY FC  
COMPLAINTS PROCEDURE

Adopted:

# COMPLAINT PROCEDURE

## OVERVIEW

Kalamunda City Football Club understands that throughout the season, despite our best efforts, there are times when complaints need to be made and addressed in an appropriate manner. This document outlines the procedure the committee has determine will best suit the needs of our community in addressing complaints.

There are four tiers for addressing complaints, with Level 1-3 procedures addressed through this document, and Level 4 (Committee) procedures addressed through the Constitution, and included in this procedure for easy of use. The four tiers are:



Complaints must be assessed against the risk matrix as outlined within the Initiation subsection of this document. Once an assessment has been complete the complaint must be initiated at the appropriate levels as follows:

- Level 1 = Low risk
- Level 2 = Low-medium and medium risk
- Level 3 = Medium-high risk
- Level 4 = High risk

Note, given only Level 4, Committee complaints are addressed in the constitution, any complaint made in writing and specifically requesting committee involvement will be addressed in accordance with the constitution regardless of the risk assessment.

Additionally, a complaint made at a lower level in accordance with a risk assessment can be escalated to a higher level as necessary and when adequate solutions have not been found.



# COMPLAINT PROCEDURE

## INITIATION

To initiate a complaint, an individual or group will need to complete the following:

- Undertake a risk assessment to determine the likely outcome if not addressed in an appropriate time frame.
  - *i.e. John is being bullied by his teammate Sam and he no longer wants to train, but he still is willing to play games.*
  - *The likelihood of ongoing bullying in this situation “Likely” and the impact to John is “Moderate”, in this situation we would request the complaint be made to our coordinator who can then ensure with the Coach the issues is addressed appropriately.*
  - *In some situations the impact might be lower, i.e. where John is only irritated by the situation and then coach only involvement is appropriate at the initial stage.*

		Impact →				
		Negligible	Minor	Moderate	Significant	Severe
Likelihood ↑	Very Likely	Low Med	Medium	Med Hi	High	High
	Likely	Low	Low Med	Medium	Med Hi	High
	Possible	Low	Low Med	Medium	Med Hi	Med Hi
	Unlikely	Low	Low Med	Low Med	Medium	Med Hi
	Very Unlikely	Low	Low	Low Med	Medium	Medium

- Determine the appropriate complaint level in accordance with the following:
  - Low risk outcome = Level 1 (Coach)
  - Low-Medium & Medium risk outcome = Level 2 (Coordinator)
  - Medium-High risk outcome = Level 3 (President)
  - High risk outcome = Level 4 (Committee)
- For Level 1 complaints, you can decide to initiate the complaint in writing or verbally.
- For Level 2 & 3 complaints, you must provide your complaint in writing with evidence where possible.
- For Level 4 complaints, you must either provide your complaint in writing in accordance with section 26 b) of the constitution or, in person at a committee meeting.



# COMPLAINT PROCEDURE

## LEVEL 1 - COACH PROCEDURE

Level 1 Complaints - Coach:

- Low risk outcomes
- Localised to the team/squad
- Include the following examples
  - Displeasure with feedback being provided by a coach or parent.
  - Fairness of team rosters (i.e. fruit, linesman, referees, etc.)
  - Distribution of playing time during games.

Process:

1. Initiate with coach and/or team manager (verbally or in writing)
2. Coach and/or team manager to provide response to situation.
3. Advise whether the response has been sufficiently resolved.
4. In the event it has not, either the coach and/or team manager are to make modifications to resolve the situation or the complaint can be raised to the next level

## LEVEL 2 - COORDINATOR PROCEDURE

Level 2 Complaints - Coordinator:

- Low-Medium and Medium risk outcomes
- Often will need to go above the coach because it involves their behaviour or because it has impacts at a greater level than the team level.
- Include the following examples
  - How the coach is treating children, including unreasonable yelling or physical punishments.
  - The language being used, including swearing at children.
  - If there is bullying between team members

Process:

1. Initiate with coordinator in writing, preferably by email.
2. Coordinator to liaise with team coach and/or team manager as necessary.
3. Between the coordinator, coach and/or team manager initiate response to situation.
4. Advise whether the response has been sufficiently resolved.
5. In the event it has not, either the coordinator will make modifications to resolve the situation or the complaint can be raised to the next level



# COMPLAINT PROCEDURE

## LEVEL 3 - PRESIDENT

Level 3 Complaints - President:

- Medium-High risk outcomes
- Often sensitive in nature and likely to cause ongoing concerns if not resolved efficiently.
- Include the following examples
  - Comments that are discriminatory or crude in nature.
  - Disagreements on contracts having an affect on player behaviour.

Process:

- Initiate with president in writing, preferably by email.
- President to liaise with coordinator, team coach and/or team manager as necessary.
- Between the president, coordinator, coach and/or team manager initiate response to situation.
- Advise whether the response has been sufficiently resolved.
- In the event it has not, either the president will make modifications to resolve the situation or the complaint can be raised to the next level

## LEVEL 4 - COMMITTEE

Level 1 Complaints - Coach:

- High risk outcomes
- Complaints will have impacts on the reputation of the club.
- The solutions are not obvious or are contentious in nature and require a vote to determine the appropriate response.
- Include the following examples
  - Direct physical violence towards a player, coach, official or parent/spectator.
  - The encouragement to use, or use of drugs, alcohol, or performance enhancements.
  - Complaints around how the club finances are being utilised

Process:

- In accordance with section 26. Complaints of the Constitution (and as included in the next section).



# CONSTITUTION REQUIREMENTS

## SECTION 26

### 1. (26.) Complaints

- a. All Complaints and requests for Committee involvement must either be in writing or must be brought to a Committee meeting to be tabled.
- b. All complaints and request for Committee involvement should:
  - i. Identify the major issue. Be specific; identify exactly what was said/done.
  - ii. Be made by someone who witnessed the event; we are unable to assist with reports of hearsay.
  - iii. Be accompanied by other supporting evidence where possible
  - iv. Be submitted as soon as possible, ideally on the same date as the incident and preferably within one week
- c. Once a report has been received, the following procedure will be put into place:
  - i. If the Committee are unable to solve any incidents at the time, a special meeting of the Club should be called, at the very least an Executive Committee meeting, to deal with the issues raised. The Defendant/s and Complainant/s are requested to attend this meeting, with persons under 18 years to be accompanied by a parent and/or coach. Any witnesses are also able to attend the meeting, should they choose. The reason for attendance of the Complainant and Defendant is that, in speaking, often the true issue is raised and concerns/responses can be clarified.
  - ii. At the meeting, we will ensure that all voices are of an even tone and no further disputes or aggression takes place; detailed minutes will be taken for the record. The Committee will make a decision on the issue at this meeting; this decision is final. All decisions will be made in good faith, with reference to all presented evidence, and for the benefit of the players, the Club and of the sport.
  - iii. All attendees, other than the Committee, are requested to leave the room. The Complainant is requested to return to the room and their complaint is read aloud to the Committee; the Complainant is then provided with the opportunity to speak and to provide witnesses if they choose. The Complainant is excused for the evening.

# CONSTITUTION REQUIREMENTS

## SECTION 26

- iv. The Defendant is then requested to return to the room, the report is read out and the Defendant is provided with the opportunity to speak and to provide witnesses if they choose. The Defendant is requested to wait outside during deliberations and the findings.
- v. The Committee will then take a short recess to discuss and make any determinations. Disciplinary action will be taken if the Report proves justified. This action can be in the form of a temporary suspension from the Sporting fields, and any other actions as deemed necessary by the Committee. It is at the Committee's discretion whether a warning is issued for a first offence; also, whether any disciplinary action directed towards a parent should also be imposed on any child/ren.
- vi. The Defendant will be requested to return to the room and the findings, and penalty if any, are announced.
- vii. The Complainant/s and Defendant/s have the right of appeal the decision of the Committee only if fresh evidence can be provided to substantiate their Claim.
- viii. A Member may under the *Incorporated Associations Act 2015* seek the appointment of a mediator to mediate any dispute.





# KALAMUNDA CITY FOOTBALL CLUB COMPLAINT FORM

Full Name \_\_\_\_\_

Team \_\_\_\_\_

Email Address \_\_\_\_\_

Contact Phone \_\_\_\_\_

## Risk Assessment:

Please select the level of risk determined:

- Low
- Low-Medium
- Medium
- Medium-High
- High

		Impact →				
		Negligible	Minor	Moderate	Significant	Severe
Likelihood ↑	Very Likely	Low Med	Medium	Med Hi	High	High
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	Possible	Low	Low Med	Medium	Med Hi	Med Hi
	Unlikely	Low	Low Med	Low Med	Medium	Med Hi
	Very Unlikely	Low	Low	Low Med	Medium	Medium

## Details of the complaint:

**Kalamunda City Football Club**

Date Received (committee use only) \_\_\_\_\_