



Issue Resolution Policy & Procedure

The Donvale Football Club has developed this policy in line with the requirements of the EFL and AFL Victoria. Further information can be obtained from the AFL Victoria website, Aflvic.com.au/policies-new/metropolitan-resources

1. Introduction

The Donvale Football Club (the Club) has developed this Policy and Procedure to provide clear guidance to its members regarding how to raise issues, with whom, and how these issues will be resolved.

The Club requires that issues raised are addressed and resolved to the satisfaction of the member raising the issue, as well as the Committee, in a timely manner. This will depend on the issue raised and the seriousness of the issue.

All members of the Club have a responsibility to participate in reasonable actions to resolve issues.

The procedure below outlines the steps the member should take if they have an issue.

2. Procedure

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

- Football or team related – raise the issue with the Team Manager or Coach
- General issues – raise the issue with the Club's appointed Complaints Officer / Vilification Officer (Justin Goldsmith)

Football / Team Related Issues can be, for example:

- Player and / or parent concerned about the Coach, or
- Coach concerned about a Player or Parent, or
- Parent and /or Player concerned about another Parent and /or Player, or
- Parent and / or Player concerned about the Team Manager, or
- Team Manager concerned about a Parent and / or Player, or
- Club concerned about a Parent or Player.

General Issues are defined as any other issues that are outside the Football / Team Related Issues.

In the first instance, the person reporting the issue should discuss this in the presence of the Team Manager or Complaints Officer. Where possible, the person reporting the issue should also make suggestions that may resolve the issue.

Parents are advised that they should not attempt to confront a Coach during training or whilst a game is in progress. Discussions should be held at a suitable time away from training and away from the game.

3. Process & Resolution

- 3.1 As soon as possible after an issue has been reported, the person raising the issue, the Team Manager, and / or Coach must meet and try and resolve the issue.



- 3.2 If the issue cannot be resolved after initial discussions or if the complaint is a serious matter, it must be raised directly with the Complaints Officer or Club President.
- 3.3 If the matter is referred directly to the Club President, they may delegate to the Complaint Officer to enquire into the issue raised, and work with all parties to resolve the issue. The Complaints Officer will ensure they:
- 3.3.1 Confirm with both parties the issue that has been reported, and enquire as to why it remains unresolved,
 - 3.3.2 obtain statements from any witnesses identified by both parties, if required,
 - 3.3.3 if available, obtain any other evidence,
 - 3.3.4 if necessary, take all steps necessary for the issue to be conciliated within an agreed timeframe.
- 3.4 In attempting to resolve the issue, all parties should take into account the following factors:
- The extent of the issue, i.e., if it is likely to have a wider effect in the Club,
 - The number of players or teams affected,
 - Whether appropriate temporary measures are possible or desirable,
 - The expected time before the issue can be addressed,
 - What resources may be needed to resolve the issue.
- 3.5 The consent of the Committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Club President is authorised to make public statements on behalf of the Club.
- 3.6 The Team Manager and/or Coach may at any time call on the Complaints Officer for assistance.
- 3.7 Any football or team related issue reported to the Committee or to the Complaints Officer, where the Team Manager and/or Coach have not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager/Coach.
- 3.8 All persons must take reasonable actions to avoid situations that could cause serious injury or harm to health of players, officials or the public. If any hazard is identified the Committee are to be informed as soon as possible.

4. Confidentiality

Confidentiality must be maintained throughout this process. All parties must all agree to keep the matter confidential. No person involved in this process should publicly comment on any aspect of the process.