

Tarneit North Football Club Football Victoria (FV) Complaints & Grievance Policy



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TARNEIT NORTH FOOTBALL CLUB

Football Victoria (FV) Complaints & Grievance Policy

1. Purpose

Tarneit North Football Club is committed to providing a fair, respectful, and transparent process for handling complaints and grievances. This policy aligns with Football Victoria (FV) guidelines and outlines how concerns are raised, managed, and resolved within the club.

2. Policy Statement

All members have the right to raise concerns or complaints in a safe and respectful manner. The club is committed to addressing all grievances fairly, promptly, and confidentially.

3. Scope

This policy applies to all members, including:

- Players
- Coaches
- Team Managers and Officials
- Volunteers and Staff
- Parents and Supporters

4. Types of Complaints

Complaints may relate to:

- Behaviour or conduct of members
- Breaches of club policies or FV regulations
- Disputes between individuals or teams
- Any issue affecting the wellbeing or functioning of the club

5. Informal Resolution

Where appropriate, members are encouraged to:

- Attempt to resolve issues directly and respectfully
- Seek assistance from a coach or team manager
- Address concerns early to prevent escalation

6. Formal Complaint Process

If a matter cannot be resolved informally:

Step 1:

- Submit a complaint in writing to a club official

Step 2:

- The club reviews the complaint and gathers relevant information

Step 3:

- All parties are given an opportunity to be heard

Step 4:

- A decision is made based on fairness, evidence, and club policies

7. Grievance Handling

The club will:

- Handle all complaints confidentially
- Ensure impartial and fair assessment
- Take appropriate action in line with club and FV regulations
- Communicate outcomes clearly to all relevant parties

8. Appeals Process

If a member is not satisfied with the outcome:

- An appeal may be submitted in writing within a specified timeframe
- The matter may be reviewed independently
- The final decision will be communicated by the club

9. Disciplinary Action

Where a complaint is upheld, actions may include:

- Warnings or sanctions
- Suspension from activities
- Removal from the club

10. Compliance

All members must comply with:

- Football Victoria (FV) regulations and grievance procedures
- Football Australia (FA) policies
- Tarneit North Football Club rules and policies

11. Commitment

Tarneit North Football Club is committed to resolving complaints fairly and maintaining a respectful, transparent, and accountable environment for all members.