



# Mudgeeraba Soccer Club Grievance Policy/Procedure

## POLICY SCOPE

All Mudgeeraba Soccer Club members are expected to conduct themselves in accordance to Football Federation Australia (FFA) Code of Conduct, aligning with Mudgeeraba's values and principles. Members should expect to be able to participate in football free from any form of misconduct, bullying, harassment, and racism. When a member acts in a manner contrary to these expectations, everyone involved in football should feel comfortable and be encouraged to speak up. They should expect to be able to report such conduct and for all reports and complaints to be treated seriously and handled in a consistent and fair manner. Mudgeeraba Soccer Club is committed to meeting these expectations. This Policy aims to prohibit any form of misconduct in football, and to ensure that a member is able to understand how to report such grievance and the processes involved. It is also intended to complement and operate in conjunction with any applicable legislation.

This Policy forms part of the Football Australia Statutes and provides the minimum standards expected with respect to prohibiting and preventing misconduct or discriminatory behaviour in football. It provides that all members should be able to participate in football without fear of any adverse conduct or behaviour. Any person may report a complaint about a member if they reasonably believe that the Member has engaged in conduct or behaviour that is Discriminatory. This Policy outlines the process for reporting such conduct or behaviour.

## POLICY STATEMENT

This Grievance Policy applies to all Mudgeeraba Soccer Club members, volunteers and spectators. Mudgeeraba Soccer Club is committed to maintaining an environment that encourages collaboration, trust, cooperation, and communication, and where all behaviours are consistent with the FFA Code of Conduct. However, that on occasions inappropriate behaviours may occur, resulting in complaints and grievances, a process is required to resolve these complaints or concerns. Members are encouraged to deal with any concerns directly between themselves if they reasonably can. If that is unsuccessful, or inappropriate, this policy aims to ensure that complaints and grievances are handled and resolved in an appropriate, fair, transparent and timely manner, within accordance of the Football Queensland (FQ) guidelines and principles of natural justice.

## SUPPORT IN RAISING CONCERN

Mudgeeraba Soccer Club are committed to football being a sport where all Members are free and able to enjoy participating in a safe, inclusive and supportive environment. This includes a zero-tolerance policy for any form of misconduct and discrimination. As part of this commitment, Mudgeeraba Soccer Club encourages members to report any complaints regarding misconduct or behaviour and be free from victimisation or consequences because of making such a complaint. All Members are entitled to be treated fairly and equally, and with dignity and respect.

## PROCEDURES

### 1. GIVING NOTICE OF GRIEVANCE

- The Secretary will act as direct point of contact and lead the investigation.
- The party raising concern will execute a formal letter that is signed and lodged to the secretary of the club
- If the secretary of the club has any conflict of interest in the matter, the president will then act as direct point of contact and lead investigation, or another executive committee member that is agreed upon.

### 2. INVESTIGATION

The objective of the investigation is to resolve the concern in a manner which is in accordance with the Ethical Framework and is fair and timely, and consistent with the principles of natural justice and FQ guidelines. The investigation will be conducted through a confidential process.

- The secretary will act upon notice of grievance and complete an impartial and unbiased investigation.
- The secretary will ascertain the substance of the concern, so as to determine what issues in relation to the concern are of sufficient substance to require investigation.
- If the concern relates to a Mudgeeraba Soccer Club member, that person will be provided with details of the substance of the concern and be given an opportunity to respond.
- To conduct the investigation, the secretary may:
  - use all means necessary to investigate matters
  - Consult other members, witnesses, documentations, and evidence
  - Consult relevant committee members (i.e., matter relating to juniors, consultation with VP juniors) to assist and ensure a fair investigation is conducted
  - Consult Football Queensland to ensure the investigation is aligning with guidelines

### 3. RESOLUTION OF THE FORMAL PROCESS

In the formal process, after the investigation is complete and findings have been made (where required), a resolution of the matter will be determined by the Secretary.

- The details of the resolution will be recorded in writing and a copy provided to parties involved
- Upon finalising the resolution, the president will be consulted as an independent person to ensure all actions taken has been fair and justified.
- Options which may be considered for resolution of my concern, include one or more of the following:
  - ongoing monitoring by a line manager
  - counselling or training/education, or another appropriate person or organisation
  - a formal apology
  - mediation between the parties involved, facilitated by the secretary, where both parties agree to participate in the mediation process

### 4. ESCALATING MY CONCERN

If the party isn't satisfied with the resolution, the grievance/concern can be referred and escalated to the governing body Football Queensland for further investigation.

### CONFIDENTIALITY

If I am the person raising the concern, or the person against whom a concern is raised, a witness, a support person or any other interviewee, I must keep all aspects of the participation in the investigation confidential.

### RAISING MATTERS IN GOOD FAITH

If an individual is raising a concern, a witness, an individual providing information, or a support person, I will not be victimised or disadvantaged, if I raise a concern in good faith or am involved in an investigation and act in good faith.

### CONCERNS RAISED VAXATIOUSLY

Mudgeeraba Soccer Club will not tolerate concerns raised vexatiously. If a concern is raised other than in good faith (for example, if I initiate a concern without reasonable grounds to do so), the notice will be overruled until it is received appropriately.