



Dunoon United Football Club

Complaints Policy

Complaints Policy

This procedure has been developed to ensure that complaints described in this policy are addressed sensitively, consistently, fairly and confidentially.

A complaint may be reported about an individual or group behaviour informally or formally. It may be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy.

A complaint should be reported to the Dunoon United FC (DUFC) Secretary or President as the case may be.

Internal Procedure

Self Resolution

Self resolution may be appropriate where the person about whom the complaint was made is oblivious to the impact of their behaviour towards the complainant. If the complainant feels it is appropriate they can attempt to resolve the issue directly with the person/s involved, without the assistance of DUFC Committee, by speaking directly to the person/s involved and asking them to stop the behaviour.

Informal Resolution

Informal assistance may be appropriate where the complainant is not sure how to handle the problem and wants to talk confidentially about the problem or the problem continues after the complainant has tried to approach the person/s involved. If this is the case, individual/s should talk with DUFC Secretary or President

Informal procedures that may be adopted could include the following:

- provide possible options/methods for the complainant to resolve the problem and/or make a referral to an appropriate person to help the complainant resolve the problem eg: a mediator.
- act as a support person;
- privately speak with the alleged offender on behalf of the complainant

Formal Resolution

Formal procedures may be appropriate where informal procedures have been ineffective, the complaint involves serious and/or criminal allegations or the complainant wishes to make a formal complaint from the outset. Formal complaints can be lodged with DUFC Secretary or President.

Both parties involved in a formal complaint have a number of rights and responsibilities which are detailed below:



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Complainants Rights	Respondents Rights
Have the complaint investigated and if necessary conciliated	
Have support/representation if requested.	Have support/representation if requested
Express views and opinions without intimidation from others.	Express views and opinions without intimidation from others.
Discontinue a complaint	Not be the subject of unfounded or malicious complaints
Not be discriminated against	Not be discriminated against
Not be dismissed unfairly, harshly or unreasonably	Not be accused unfairly
Privacy	Privacy
Have the situation/s remedied	

A formal procedure will be followed as appropriate for each individual complaint which may include one or more of the following steps:

- document full information from the complainant about the complaint and how they want it resolved;
- put the information received from the complainant to the person/people that the complaint is about and ask them to provide their side of the story;
- decide whether enough information has been obtained to determine whether the matter alleged in the complaint did or didn't happen.

This action may include:

- appointing a person to investigate the complaint, referring the complaint to an informal or a formal mediation session and/or referring the complaint to the committee, police or other appropriate authority.

NB: Where a complaint relates to an allegation of child abuse the matter will immediately be referred to the police or relevant state government authority.

Appeal Process

If the internal complaints processes set out in this Policy do not achieve a satisfactory resolution/outcome, or if the complainant believes it would be impossible to get an impartial resolution within DUFC, an external agency such as Football Far North Coast (FFNC) may be contacted to assist with a resolution.

External Procedure

There may be a range of external options available depending on the nature of the complaint. In the case of harassment or discrimination advice can be sort from the State or Territory Equal Opportunity Commission without being obliged to make a formal complaint. In the case of more serious breaches such as child abuse, the police or relevant state government department responsible for issues of child welfare will be notified.



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Policy Review

This policy will be reviewed regularly to ensure it remains relevant to club operations and reflects both community expectations and legal requirements.