

SOUTH WEST QUEENSLAND THUNDER FOOTBALL CLUB LIMITED



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COMPLAINT PROCEDURE

Any person may report a complaint about a member if they reasonably believe that this member has breached or otherwise engaged in unethical or inappropriate conduct or behaviour.

SWQ Thunder FC will

- deal with any complaints seriously, sensitively and confidentially and in accordance with the Complaints Handling procedure.
- keep complaints confidential and will not disclose information to another person, without the complainant's consent, except if required by law or if disclosure is necessary to effectively deal with the complaint.
- recognize that natural justice is the minimum standard of fairness to be applied in the investigation and adjudication of a complaint.

Complaints Handling Procedure

1. If a minor disagreement or minor complaint surfaces within the team regarding your son/daughter, another player, Coach or Manager, the complainant shall initially attempt to resolve this situation within your team.

- i.e.-If you have a complaint regarding players - you are required to contact your Manager
- If your complaint is with your Coach - you are required to contact your Manager
 - If your complaint is with your Manager - you are required to contact your Coach

If that attempt does not provide a satisfactory or reasonable outcome, the complainant may notify the SWQ General Manager and make an informal complaint.

2. If the complaint is of a serious or sensitive nature, the complainant shall notify the SWQ General Manager and make an informal complaint.

Any informal complaint must be submitted on the appropriate form and returned signed into the Club with two days of notifying the General Manager.

In the event of an informal complaint, the Club

- a. shall acknowledge the receipt of such complaint.
- b. will assist the complainant to resolve the complaint including the suggestions of possible solutions.
- c. will maintain strict confidentiality.
- d. will notify appropriate authorities or the police if required to do so.

If the Informal process does not resolve the complaint to the Complainant's satisfaction -

The Complainant will submit a formal complaint on the appropriate form and return it signed to the Club. SWQ Thunder FC will then appoint an appropriate person to investigate the matter. Such person will attempt to mediate the complaint or if necessary refer the complaint to a disciplinary committee.

SWQ Thunder FC will notify the complainant of the outcome.