

# Ipswich Football Club Grievance and Complaints



## Purpose

The purpose of this policy is to provide a clear, fair, and transparent process for handling grievances and complaints within Ipswich Football Club. The policy aims to ensure that all members, including players, coaches, staff, volunteers, parents, and guardians, have a safe and respectful environment where concerns can be raised and resolved efficiently and effectively by the club's Board.

## Scope

This policy applies to all members of Ipswich Football Club, including players, coaches, staff, volunteers, parents, guardians, and any other individuals involved in club activities. It covers grievances or complaints relating to club activities, conduct, decisions, and any other matters affecting the club's members or operations.

## Principles

- The club is committed to providing an environment where grievances and complaints are treated seriously, respectfully, and confidentially.
- All grievances and complaints will be handled promptly, fairly, and impartially by the club's Board.
- The club encourages open communication and feedback and seeks to resolve issues at the earliest possible stage.

## Definitions

**Grievance:** A concern or complaint raised by a member regarding any issue related to the club's activities, operations, or members.

**Complainant:** The person raising the grievance or complaint.

**Respondent:** The person or persons against whom the grievance or complaint is made.

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## Procedure for Raising a Grievance or Complaint

1. Initial Discussion:
  - a. Where appropriate, the complainant should first try to resolve the issue directly with the person or persons involved. Open and respectful communication is encouraged to resolve matters informally.
2. Lodging a Formal Complaint:
  - a. If the grievance or complaint cannot be resolved informally or is considered serious, the complainant should submit a formal written complaint to the Club Secretary or a designated member of the Board.
  - b. The complaint should include the following details:
    - i. Complainant's name and contact information.
    - ii. The nature of the complaint, including details of the incident(s), date(s), and any witnesses.
    - iii. The desired outcome or resolution sought by the complainant.
3. Acknowledgement of Complaint:
  - a. The Club Secretary or designated Board member will acknowledge receipt of the complaint in writing within 10 business days and provide a copy of this policy to the complainant.
  - b. Review and Investigation:
    - i. The Board will review the complaint promptly and may conduct an investigation if necessary. This may involve gathering further information, interviewing witnesses, and discussing the matter with the parties involved.
    - ii. The investigation will be conducted impartially, ensuring all parties have the opportunity to present their side of the story.
  - c. Decision and Resolution:
    - i. Once the investigation is complete, the Board will make a decision regarding the complaint. The decision will be based on the evidence gathered and in line with the club's values and rules.
    - ii. The Board will notify the complainant and the respondent of the decision in writing within 10 business days of completing the investigation, including any actions to be taken.
  - d. Appeal Process:
    - i. If the complainant or respondent is dissatisfied with the outcome, they may appeal the decision in writing to the Board within 5 business days of receiving the decision.
    - ii. The Board will review the appeal and may choose to uphold, modify, or overturn the original decision. The outcome of the appeal will be communicated in writing to the complainant and respondent within 10 business days.

## Confidentiality

All complaints will be handled confidentially, and information will only be shared with those directly involved in resolving the complaint.

The club will take all reasonable steps to ensure that no parties involved are subject to victimisation, harassment, or retaliation as a result of raising or being involved in a complaint.

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## Record Keeping

The Club Secretary will maintain a confidential record of all complaints and their outcomes, which will be kept securely and only accessed by authorised personnel.

## Compliance and Enforcement

All members of the club are expected to comply with this policy. Failure to do so may result in disciplinary action.

## Review and Feedback

This policy will be reviewed annually by the Board or as required by changes in legislation or club requirements.

Feedback from members regarding the grievance and complaints process is encouraged and will be considered during policy reviews.

## Contact Information

Club Secretary Contact: Andrew Want

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