



Grievances and Complaints Policy

Purpose

To ensure that grievances / complaints raised by members (including members of the Committee), volunteers, contractors, coaches, managers, players and parents/guardians of players are dealt with in a prompt and equitable manner.

Policy

It is recognised that people associated with the Club will from time to time have grievances or complaints that need to be resolved. In the interest of maintaining good relationships SMSC believes that:

- People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect;
- The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing;
- A person making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result;
- Where a formal complaint is received by the Committee it will be considered in a timely and confidential manner and documented together with the steps towards resolution

Procedures

Steps to Making a Complaint / Achieving Resolution (informal)

- Speak to a Committee Member for advice on possible solutions and/or intervention.
- A committee member will speak to the person causing the problem and inform them of the behaviour, decision, or action that the complaint or grievance refers to. Possible solutions will be discussed.
- If the above does not reach a solution, a formal complaint can be made in writing to the Committee via email or the website.

Seeking Resolution

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

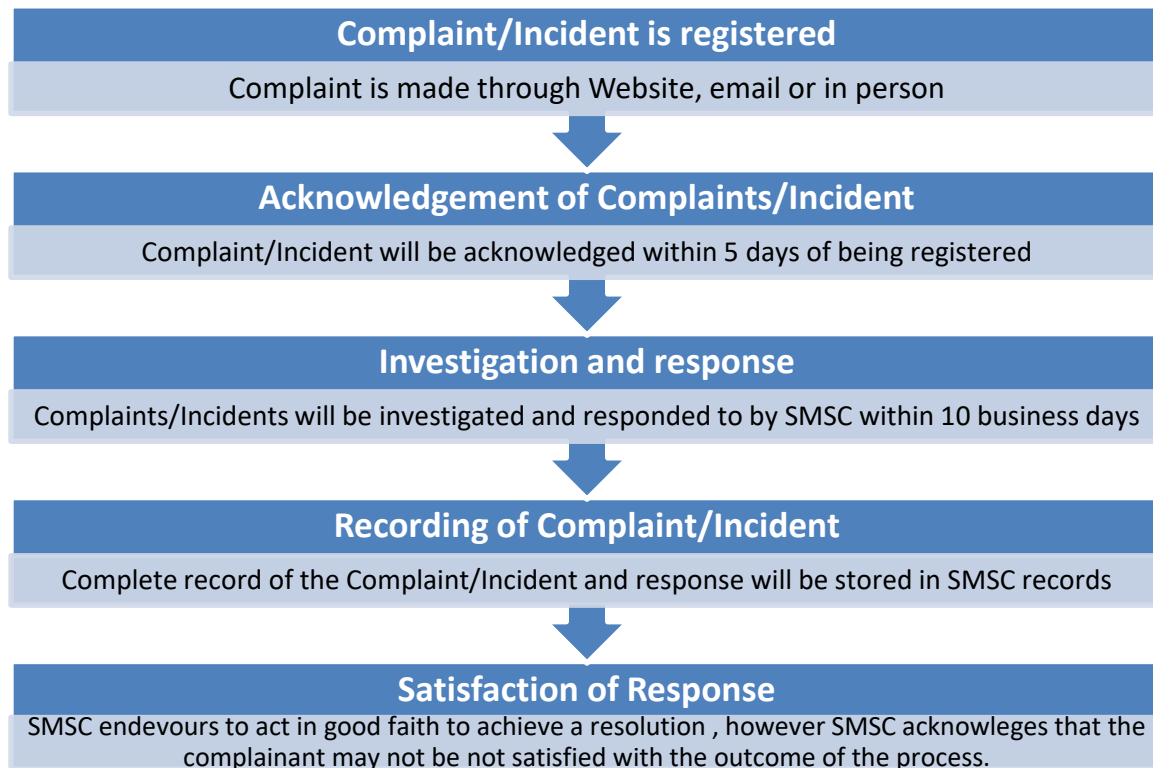
Formal Complaint Procedure

A person who chooses to make their grievance or complaint formal must do so in writing to the Committee via email or the website.

- Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns the President) for discussion and recording.
- The Committee will acknowledge receipt of the complaint within 5 business days.
- If another party is involved, they will be informed of the full details of what is being said and a meeting will be established between the parties with a selected mediator.
- If the grievance is substantiated and unresolved the matter will be referred to the next Committee Meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the

parties concerned.

- The complainant and respondent will be informed of a decision in writing.
- If this does not result in a suitable resolution, or there is dissatisfaction with the handling of the complaint, the matter can be referred to another nominated independent person.
- If the grievance remains unresolved, the matter should be referred to the relevant body/ Commission dependent on the nature of the complaint.
- The complainant may seek the assistance of an agent throughout this process.



Record keeping

All complaints or grievances will be recorded and kept in accordance with the club's Privacy Policy.

Reviewing this policy

This policy will be reviewed every two years and we undertake to seek views, comments and suggestions from children, parents, carers, staff, and volunteers involved in the Club.