

COMPLAINT HANDLING PROCEDURES

To ensure due process, consistency and that the principles of natural justice are followed in all aspects of handling or conducting complaints, allegations, investigations, tribunals and disciplinary measures, the Lindfield Football Club will follow the Northern Suburbs Football Association (NSFA) guidelines and implement the following procedures:

Step 1: Talk with the other person or club (where this is reasonable, safe and appropriate)

In the first instance, you (Complainant) should try to sort out the problem with the person or people involved (Respondent) if you feel able to do so. If this:

- Does not resolve the issue;
- Is not possible/reasonable for you to do so; or
- You are not sure how to handle the problem by yourself.

Step 2: Seek advice from your Age Coordinator or Age Director

If they are unable to help you resolve the issue, or if the complaint is of a sensitive or personal nature and you feel uncomfortable discussing this with your AC and/or AD, then please

Step 3: Contact the LFC Member Protection Information Officer (MPIO) and/or the Club President

Talk with the MPIO or Club President if:

- You want to talk confidentially about the problem with someone and obtain more information about what you can do; or
- The problem continues after you tried to approach the person or people involved.

To contact either please email them and provide your contact details:

- MPIO: memberprotection@lindfieldfc.com.au
- President: president@lindfieldfc.com.au

The MPIO and /or Club President will:

- Take confidential notes about your complaint.
- Try to find out the facts of the problem.
- Ask what outcome/how you want the problem resolved and what support you need.
- Provide possible options for you to resolve the problem.
- Explain how the Complaints Procedure works.

- Act as a support person if you so wish.
- Refer the complainant back to attempt to resolve the complaint directly with the other person involved, if necessary.
- Keep a written record of Informal Complaint
- Refer you to an appropriate person (e.g. Mediator) to help you resolve the problem, if necessary.
- Inform the relevant government authorities and/or police if required by law to do so.
- Maintain confidentiality.

Step 4: After talking with the MPIO and/or Club President, you may decide:

- There is no problem.
- The problem is minor, and you do not wish to take the matter forward.
- To try and work out your own resolution (with or without a support person such as the MPIO).
- To seek a mediated resolution with the help of a third person (such as a mediator); or
- To make a formal complaint to the MPIO in writing.

Formal Complaints

Step 5: Making a Formal Complaint

If informal approaches have not resolved your complaint satisfactorily, or are not appropriate or possible, the complainant may:

- Make a formal complaint by completing the **CF16C – Notice of Complaint or Grievance Form**. The Lindfield MPIO or Club President will then forward it to the NSFA, or
- Approach a relevant external agency such as an anti-discrimination commission, for advice.

On receiving a formal complaint and based on the material the complainant has provided, the MPIO of NSFA will decide the actions to resolve the matter.

For further information on the NSFA process please refer to the Complaint Handling procedures in the Member Protection Policy document on the NSFA website.

[Member Protection - Northern Suburbs Football Association \(nsfa.asn.au\)](http://nsfa.asn.au)