



SUBIACO AFC (Juniors & MINIROOS)

Subiaco City Junior Soccer Club Inc. (Club)

PROCEDURE FOR:

COMPLAINTS & APPEALS

PROCEDURE NUMBER P.01

REVISION HISTORY

Date	Rev.	Status or Amendment	Prepared	Approved
	1.0	Original	MC	
30 Jun 15	2.0	New Logo, Reference to MiniRoos (not SSF)	JP	Committee

1. PURPOSE AND SCOPE

This procedure describes how to handle complaints and appeals that relate to the operation of Subiaco AFC (Juniors & MiniRoos) **(Club)**.

This procedure is to be used in conjunction with Form F.01 *Complaints and Appeals Form*.

2. RESPONSIBILITIES

Club officials are authorised to handle complaints and appeals in the first instance. Club officials shall notify the Club's Management Committee of all complaints and appeals. The Management Committee is authorised to handle all complaints and appeals, including those that are not resolved in the first instance.

3. PROCEDURE

3.1 Grievances

In situations where a complaint or appeal is not resolved through discussion between the parties concerned, the relevant Club official will:

- Inform all parties of the complaints and appeals process;
- have the parties complete a Complaints and Appeals Form;
- lodge the Complaints and Appeals Form with the Club Secretary; and
- notify the Club President when a complaint or appeal is registered.

- The Management Committee will:
 - only consider complaints and appeals that are presented in writing;
 - ensure that a complaint or appeal is recorded in writing, including the outcome;
 - organise for a complaint or appeal to be arbitrated by an independent person or panel, if in their absolute discretion, the Management Committee deems it suitable to do so;
 - ensure that a complaint or appeal is dealt with in a constructive and timely manner;
 - ensure that each party has an opportunity to formally present his or her case, and is given a written statement of the reasons for the final decision;
 - ensure that the Club acts upon the subject of any complaint or appeal found to be substantiated.

