



## POLICIES AND GUIDELINES FOR WEMBLEY JUNIOR FOOTBALL CLUB

Policy Number        002  
 Last Updated        May 2012  
 Policy Owner        President

Introduction	Wembley Junior Football Club (“WJFC”) for purposes of having a great club environment that is respectful of each other and is safe has created and adopted the following guidelines and policies.
The Club	“The Club” known as Wembley Junior Football Club Inc, its Executive Committee, Committee members, Coaches, Officials, Volunteers, Players, Parents and Spectators are expected to abide by the Policies and Guidelines herein this schedule.
Code of Conduct	As set by the Claremont Football Club, our governing competition body, WJFC is to abide by a Code of Conduct. Refer to WJFC’s own Code of Conduct.
Official Complaints	Where an Informal Complaint is escalated to an Official Complaint or a Complainant requires an Official Complaint be made, the issue will be referred to the District Competition at Claremont Football Club (WJFC’s governing competition body) in all cases. An Official Complaint needs to be made within 48 hours of the incident verbally or in writing to WJFC by means of mail or email.

<p>Complaint Management Officer's Responsibilities</p>	<p>Any complaint is to be directed to the Vice President of WJFC who is the acting Complaints Management Officer ("CMO").</p> <p>The Complaint can be verbal, by email or in writing and is to be provided within 48 hours of the incident to be dealt with immediately.</p> <p>The CMO will in his/her best capacity:</p> <ul style="list-style-type: none"> <li>▪ Listen carefully and ask questions to understand the nature of the complaint</li> <li>▪ Explain the Complaints Management process to both the Complainant and Respondent</li> <li>▪ Remain impartial and unbiased at all times</li> <li>▪ Ensure the Respondent is told of the Complaint made against them and the identity of the Complainant.</li> <li>▪ Ask what the Complainant would like to happen to resolve the issue</li> <li>▪ Take notes and keep accurate records of the Complaint</li> <li>▪ Categorise the Complaint (Informal or Official)</li> <li>▪ Take action to report to Claremont Football Club any Official complaints within 24 hours of the complaint being made aware to the CMO</li> <li>▪ Maintain confidentiality but not anonymity regarding the complaint</li> <li>▪ Conduct thorough investigations into the matter</li> <li>▪ Inform Complainant and Respondent of all outcomes of investigations</li> <li>▪ Inform Complainant and Respondent of all outcomes from Claremont Football Club and what penalty will be prescribed to whom if deemed necessary plus any disciplinary procedures effective after the incident.</li> <li>▪ Report any criminal behaviour to correct authorities.</li> <li>▪ Report the Complaint to the Executive Committee of WJFC</li> </ul> <p>If the Complaint is made against the Vice President, the President may act as the CMO on this occasion. If the Vice President is the Complainant the President will act as the CMO again on this occasion.</p>
<p>Complainants Responsibilities</p>	<p>The Complainant is required within 48 hours to complete and lodge the WJFC's Record of Complaint Form as set out as Attachment 1 to this Policy to the CMO at WJFC.</p>

Official Complaints Procedure	<p>Upon receiving an Official Complaint from a Complainant, the CMO shall;</p> <ul style="list-style-type: none"> <li>▪ Report the incident to WJFC President</li> <li>▪ Report to Claremont Football Club</li> <li>▪ Conduct as soon as possible an investigation by meeting with all parties involved.</li> <li>▪ Complete a written report and submit to the WJFC Executive Committee</li> <li>▪ Advise the Complainant and Respondent of any outcomes, penalties or disciplinary actions prescribed if applicable.</li> <li>▪ Recommend a course of action on the final report.</li> <li>▪ Get approval from WJFC President and Executive Committee of any disciplinary actions before being effective.</li> </ul>
Disciplinary Actions	<p>WJFC will take disciplinary actions against anyone breaching our policies.</p> <p>These actions can include;</p> <ul style="list-style-type: none"> <li>▪ Asking for verbal or written apology</li> <li>▪ Counselling to address behaviour</li> <li>▪ Suspension or termination of membership with WJFC, suspension of participation or engagement in a role or activity</li> <li>▪ De-registration of accreditation for a period of time or permanently, or;</li> <li>▪ A fine; or</li> <li>▪ Any other form of discipline WJFC deems reasonable fair and appropriate</li> </ul>
Appeals Process	<p>The Complainant or Respondent can lodge one appeal against decisions of or disciplinary measures imposed by WJFC to the Claremont Football Club within 48 hours of the imposed penalty. A written appeal is necessary with supporting evidence to back up any appeals claims.</p>

Coaches, Officials, Volunteers, Parents, Spectators and Players are expected to set appropriate examples and act as role models for junior club members. Anyone wishing to discuss any aspect of this policy is invited to contact any member/s of the Executive Committee.

Allison Farley  
President

27<sup>th</sup> May 2012



## RECORD OF COMPLAINT

Name of person receiving Complaint		
Date		
Complainant's Name	Over 18?	
Complainant's Contacts	Phone:	
	Email:	
Complainant's Role at WJFC	Executive Committee Coach/Assistant Coach Official Parent	Volunteer Spectator Player Other.....
Name of Person Complained about	Over 18?	
Person Complained about role at WJFC	Executive Committee Coach/Assistant Coach Official Parent	Volunteer Spectator Player Other.....
Location/event of alleged issue		

Description of alleged issue	
Nature of complaint (category /basis/grounds)  Can circle more than one	Coaching Methods                      Harassment                      Race Sexuality                                      Selection dispute                      Verbal abuse Physical abuse                              Bullying                              Disability Victimisation                              Religion                              Pregnancy Child Abuse                              Unfair decision                      Personality clash Other.....
Witness Contact Details	
Umpire Contact Details	If applicable    Phone; Email:
What will fix the issue	

Resolution or action taken	
Follow- up action	

Signed.....Date / /