



COMPLAINTS PROCEDURE

This procedure is for both internal and external complaints procedures for SCCSA. The internal procedure includes both informal and formal complaint processes.

Internal

Informal Process

1. The complainant makes an initial approach to their choice of one of the following people, who then provides information about whether the behaviour will be accepted as an official complaint and about options for resolution.
They are:
 - A Coach or Manager
 - A colleague
 - An official of the club (as appropriate)
2. The person approached must clarify whether the complainant wants them to act as a mediator or simply wishes to talk the matter through with them. If the complainant does want them to help resolve the complaint, then they will do this at an informal level. In an official role, they must do so in an impartial manner with respect to both parties.
3. There is no written complaint at this stage, however the person approached should note details of the issue and retain for records. Records pertaining to the informal process should be kept until the commencement of the next season.

Formal Process

- (i) When a written complaint is sent or received by a club the following actions **MUST** be taken:
 1. The sending club shall forward an information copy to SCCSA Admin
 2. The receiving club shall return an acknowledgement of receipt
 3. The receiving club will have 7 days to respond and if unable to do so within this time frame they must inform the complainant club and SCCSA Admin with a reason why
 4. The complaint will be responded to in its entirety
 5. If the complainant club is not satisfied with the respondent clubs action/s, then the matter shall be referred to SCCSA Admin for the executive to intervene as follows;
- (ii) The typical steps for an investigation consistent with the principles of natural justice are:
 1. The complainant is interviewed and the complaint is documented in writing;
 2. The allegations are conveyed to the alleged in full;
 3. The alleged is given the opportunity to respond;
 4. If there is a dispute over the facts, statements from witnesses and other relevant evidence is gathered;
 5. A finding is made as to whether the complaint has substance; and
 6. A report documenting the investigation process, the evidence, the finding and the recommended outcome/s is submitted to the decision-maker. The decision-maker for Sunshine Coast Churches Soccer Association shall be the President.

Both parties are entitled to support through this process from their chosen support person/adviser.

If the report is endorsed by the decision-maker, the organisation then carries out the recommendations of the report. These may include such actions as an apology, counselling, a fine, dismissal or withdrawal of official duties.

Both the complainant and the respondent have the right to appeal against the findings of the investigator/panel or against the resulting recommended action if they have any concerns about procedure, bias or fairness. Appeals are handled by an appeal panel made up of members other than those who conducted the original investigation.

The appeal body can:

1. Uphold the decision of the investigator/panel,
2. Reverse the decision of the investigator/panel, and/or
3. Modify any of the investigator/panel's recommendations for disciplinary action or remedial measures.

External

A complainant may be dissatisfied with the outcome of complaint procedures within Sunshine Coast Churches Soccer Association as a whole, or may not wish to use procedures internal to the Association at all because of a lack of confidence in the Association. In certain cases, the complainant can utilise complaint procedures external to Sunshine Coast Churches Soccer Association.

For instance, harassment of various kinds is unlawful under state and federal anti-discrimination laws in Australia, and complaints under these laws are dealt with by state and federal antidiscrimination bodies.

A person experiencing harassment can seek initial advice from one of these bodies without being obliged to make a complaint. If that body advises that the conduct being experienced appears to be a type of harassment that comes within its jurisdiction, the harassed person then makes the decision as to whether or not to lodge a formal complaint to the body.

Once a complaint is received, an investigation will be undertaken. If there appears to be a case that unlawful harassment has occurred, there will usually be an attempt to conciliate the complaint confidentially first. If this fails, or is inappropriate, the matter may proceed to a formal public hearing, where a finding will be made as to whether harassment occurred. Various remedies may then be prescribed by the tribunal. These can include financial compensation for such things as distress, lost earnings or medical and counselling expenses incurred by the complainant.

It should be noted that an anti-discrimination body can decline to investigate a complaint, or dismiss a complaint at any point in the investigation, conciliation or public hearing stages.

Qualifications/Training

A person, acting on behalf of Sunshine Coast Churches Soccer Association as an official Complaints Officer must demonstrate an understanding and/or experience to carry out the role, or shall be offered appropriate training to fulfil the role and responsibilities.



FORMAL COMPLAINT FORM

This form is not for issues covered under our Child Protection Policy

Complainant's Details	Name:		
	Contact Number:		
	Email Address:		
	Club:		
Role in Soccer (please circle)	Administrator	Club Official	Match Official
	Player	Spectator	Team Official
	Parent	Other.....	
Respondent's Details	Name:		
	Club:		
Role in Soccer (please circle)	Administrator	Club Official	Match Official
	Player	Spectator	Team Official
	Parent	Other.....	
Nature of Complaint (can circle more than one)	Harassment	Bullying	Physical Abuse
	Verbal Abuse	Intimate relations	Victimisation
	Discrimination	Gender	Disability
	Sexuality	Race / Ethnicity	Religion
	Other.....		
Details of alleged complaint	Date:		
	Time:		
	Location:		
	Details:		

I have read SCCSA Complaints Procedure and understand that by completing this Form, the Respondent will be given a copy of this complaint, for them to respond to the allegations.

Name _____

Signature _____

Date ___ / ___ / ___