



Montmorency Junior Football Club

Issue Resolution Policy

This policy will outline Montmorency Junior Football Club's approaches & expectations concerning Issue Resolution:

- Football or team related issues
- Behavioural issues
- Issues of a general nature

Purpose

The purpose of this policy is to ensure any issues are resolved promptly, amicably and equitably without course to bring the club or its members into any form of disrepute.

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Policy: Issue Resolution

Issue Resolution Policy

The Montmorency Junior Football Club (MJFC) requires that all issues are resolved to the satisfaction of the members and Committee in a timely fashion.

Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled.

All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the level of involvement for expediting issue resolution and complement procedures which are outlined in Statement of Rules (Constitution).

Procedure

The MJFC Committee have divided all issues into 3 main categories.

1. Football or team related issues eg. playing, selection or training problems.
2. Behavioural issues eg complaints against other members behaviour or behaviour from other clubs and members.
3. Issues of a general nature eg related to uniform issue and other club matters.

Where possible the person reporting the issue should make suggestions that may resolve the issue. As soon as possible after an issue has been reported, the Team Manager, Coach and/or Committee Member and the claimant, must meet to try and resolve the issue.

Policy: Issue Resolution

Where the initial parties cannot resolve the issue, the Team Manager should refer the matter to;

- The Head of Coaching / Football for any football related issues.
- The League Delegate for any issues related to behaviour by either MJFC members or members from opposition clubs.
- Committee members for any other issues of a general nature.

Depending on the seriousness of the issue it may be handled in an informal manner or in accordance with disciplinary action and mediation procedures which are outlined in the MJFC Constitution.

Please Note: Matters which relate to incidents involving members of other clubs must be reported to the Committee. The Committee will then correspond with any necessary parties to the incident including other NFNL teams, the NFNL Executive or NFNL Administration. Members should refrain from contacting any other club or the NFNL direct.

Further to this all Team managers and club members should refrain from contacting the NFNL on any issue. Any correspondence with the NFNL should only occur through the President.

Only the Club President is authorised to make public statements on behalf of the club.

Any football or team related issue reported to the Committee, where the Team manager and/or Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager/Coach.

Version	Review date	Reviewed by:	Frequency of Review	Next Review due:
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