



Montmorency Junior Football & Netball Club

Grievance and Complaints Policy

Purpose

The purpose of this policy is to ensure that all grievances and complaints raised by members, players, parents/guardians, volunteers, officials, stakeholders or community members are managed in a prompt, fair, respectful and confidential manner.

This policy also ensures that complaints relating to the safety and wellbeing of children and young people are identified early and managed in accordance with the Victorian Child Safe Standards and relevant legal obligations.

Scope

This policy applies to:

- All players
- Parents and guardians
- Coaches, team managers and officials
- Volunteers
- Committee and Executive Committee members
- Members of the public engaging with the Club

Commitment to Child Safety

Montmorency Junior Football Netball Club is committed to providing a safe, inclusive and supportive environment for all children and young people.

The Club has zero tolerance for child abuse, grooming, harm or neglect. All child safety complaints will be taken seriously, responded to promptly, and managed in accordance with the Club's Child Safety Policy, Child Safe Code of Conduct, and the Victorian Child Safe Standards.

Child safety concerns will not be managed informally and will not require a child to confront the alleged person.

Principles

All grievances and complaints will be managed in accordance with the following principles:

- Fairness, respect and procedural fairness
- Confidentiality (subject to legal obligations)
- Timeliness and transparency of process
- Non-retaliation against any person raising a complaint
- The safety and wellbeing of children as the primary consideration where a child is involved



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Types of Complaints

General Grievances

- General grievances may include, but are not limited to:
- Football or netball related matters (e.g. training, selection, playing time)
- Behavioural issues between members or volunteers
- Club administration matters (e.g. uniforms, fees, facilities)

Child Safety Complaints

A child safety complaint is any concern, allegation or disclosure that relates to:

- Physical, sexual or emotional abuse of a child
- Grooming behaviour or boundary violations
- Inappropriate physical contact or language towards a child
- Bullying, harassment or intimidation involving a child
- Breaches of the Child Safe Code of Conduct
- Failure to adequately supervise or protect a child

Procedures - General Grievances

Where appropriate and safe to do so, general grievances should be addressed using the following steps:

1. Direct discussion
Where appropriate, raise the issue respectfully with the person involved and attempt to resolve it.
2. Support and advice
Seek assistance from a Coach, Team Manager or Committee Member.
3. Formal complaint
If unresolved, submit a formal complaint in writing to the Executive Committee.

The Executive Committee categorises general grievances as:

- Football or team related issues
- Behavioural issues
- General club matters

Where necessary, matters may be referred to the Director of Coaching or managed in accordance with the disciplinary and mediation procedures outlined in the Club Constitution.



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Procedures - Child Safety Complaints

Immediate Action

Any child safety concern must be reported immediately to one of the following:

- Child Safety Officer
- President
- Secretary

A child, parent or complainant is not required to approach or confront the alleged person.

Handling of Child Safety Complaints

- Child safety matters will be handled confidentially and sensitively
- The safety and wellbeing of the child will be the primary consideration
- The Club will take steps to protect children from further harm
- The matter will not be dealt with through informal resolution

External Reporting

Where required, the Club will comply with all legal and regulatory obligations, including:

- Mandatory reporting obligations
- Reporting to Victoria Police or Child Protection
- Reporting under the Reportable Conduct Scheme to the Commission for Children and Young People

Nothing in this policy prevents a person from making a report directly to Victoria Police, Child Protection, or the Commission for Children and Young People.

Formal Complaint Process

For formal complaints (excluding child safety matters):

- Complaints must be submitted in writing to the Executive Committee
- Complaints will be referred to the President (unless the complaint concerns the President)
- Acknowledgement will be provided within 7 days
- All parties will be informed of the process and provided procedural fairness
- Outcomes and decisions will be communicated in writing



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Matters Involving Other Clubs or the NFNL

Where a complaint involves members of other clubs:

- The matter must be reported to the Executive Committee
- All correspondence with the NFNL will occur through the Club President only
- Members and volunteers must not contact other clubs or the NFNL directly regarding grievances

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

Record Keeping

All grievances and complaints, including child safety concerns, will be documented and securely stored in accordance with privacy and child safety requirements.

Related Policies

This policy should be read in conjunction with:

- Child Safety Policy
- Child Safe Code of Conduct
- Member Protection / Behaviour Policy
- Club Constitution

This policy will be reviewed every two years or earlier if required by legislative or regulatory changes.

Version	Review date	Reviewed by:	Frequency of Review	Next Review due:
002	15 December 2025		2 years	12 December 2027