



Broadbeach Cats Junior Australian Football Club

Subaru Oval
Dunlop Crt
Mermaid Waters

P.O Box 5808
Q Super Centre
Mermaid Waters QLD 4220

W: www.broadbeachcatsjafc.com
E: info@broadbeachcatsjafc.com
P: 0481 979 969

Complaints Policy

This policy document details what actions are required to be taken if there is a complaint against another member of the club.

The reasons for complaints against other members of the club are wide and varied.

This policy will assist to keep our positive club culture in place, making Broadbeach a place where players want to play, coaches want to coach, and parents want to bring the children and

Internal Complaints

For matters where the parties are both members of the Broadbeach Junior AFC:

The following procedure should be undertaken.

1. Discuss with the relevant party

If a member has a concern with any part of the how the club, the age group, or the team is run, the first step is to discuss the situation with the relevant party directly. Calm, civil conversation about the issue, in most cases, will resolve the issue and often results in an improvement to the club, the age group or the team.

2. Submit a complaints form

If speaking directly with the relevant party does not resolve the issue, or it continues to occur, the next step is to submit a Complaint Report.

This can be done so on the website:

<https://www.broadbeachcatsjafc.com/complaints>

This complaint will be forwarded to the committee, who will discuss the validity of the complaint, ensuring that all parties relevant to the issue are contacted.

The committee will then make a decision on the best course of action that can be taken to resolve this issue.

All parties will be advised of this resolution. At this point, the issue will be deemed resolved.

Ongoing discussions regarding the issue not directed to committee:

Once the issue has been directed to the relevant committee, and has been deemed resolved, all parties involved should consider the complaint dealt with.



Broadbeach Cats Junior Australian Football Club

Subaru Oval
Dunlop Crt
Mermaid Waters

P.O Box 5808
Q Super Centre
Mermaid Waters QLD 4220

W: www.broadbeachcatsjafc.com
E: info@broadbeachcatsjafc.com
P: 0481 979 969

If the participant feels that it is still an issue, it can only be re-opened upon re-submission of the complaint.

Ongoing, negative communication with other members, or ongoing confrontation about the resolved issue will not be tolerated and will be seen as a breach of the club terms and conditions of registration. Breach of these conditions may result in club-imposed suspensions, removal from game-day or training venues, or cancellation of membership.

External Complaints

Complaints directed at another club or team

For matters where the complaint is directed at another club or members from a different club, the procedure to register the complaint should be:

- 1) Submit a Complaint Report via the website:
<https://www.broadbeachcatsjafc.com/complaints>

Or submit a complaint via email to info@broadbeachcatsjafc.com

The complaint should detail as much information as possible - identifying the club involved, the date, the cause of the complaint and all relevant facts relating to the complaint.

The important part of this process is to identify **facts** only. Hearsay or rumour or not direct facts will be omitted during the complaints process.

- 2) This complaint will be received by the general committee and reviewed. If the general committee deem the complaint valid, it will be action by members of the Executive committee.
- 3) The committee members in charge of the complaint, in conjunction with the party who originally made the complaint, will then follow through with discussions with the other club about the appropriate course of action.

At no time should a member of Broadbeach J AFC confront or direct abuse at another party during the process of handling the complaint. Once the complaint has been reported, it is up to the relevant committee to handle the outcome. Any evidence of confrontation or abuse may see sanctions placed against the instigator of such events.

Complaints directed at Broadbeach from another club or club member

For matters where the complaint is directed at one or more of our members from another club or members from a different club, the process will be:



Broadbeach Cats Junior Australian Football Club

Subaru Oval
Dunlop Crt
Mermaid Waters

P.O Box 5808
Q Super Centre
Mermaid Waters QLD 4220

W: www.broadbeachcatsjafc.com
E: info@broadbeachcatsjafc.com
P: 0481 979 969

- 1) The Executive committee will accept the complaint and review it's merits. If it requires further investigation, it should be passed to the general committee for discussion.
- 2) The Broadbeach members involved in the complaint will then be contacted and further details obtained regarding the situation.

Again - only facts should be recorded during this process.

If more information is required from the other club, the committee involved in resolving this matter should contact them as soon as possible.

- 3) Once all the facts have been identified, the relevant committee will make a decision on which actions to take.

These actions may be a warning, a suspension, cancellation of membership or a sanction agreed to by the relevant committee.

- 4) After a decision on the matter is made, all parties relevant to the complaint will be notified and any sanctions put in place upheld by those relevant to the party (for example, Coach in terms of club-imposed suspension).