

# MCJ AFC - Formal Complaint Form



Complaints or Grievances can arise for many reasons, some minor, some more serious. Often complaints are raised as a result of a: Misunderstanding, Poor communication, or a Lack of communication. They often occur when there is a lack of Club: Policy, Process, or Direction, that sets the standards required or describes how things are done; or where the required rules or behaviours (Rules / Code of Conduct) have not been documented and/or communicated. Complaints are also more prevalent where this is a lack of understanding as to how the Club Operates. Training as to Club Processes and expected behaviours, for both volunteers and parents, can help address this issue.

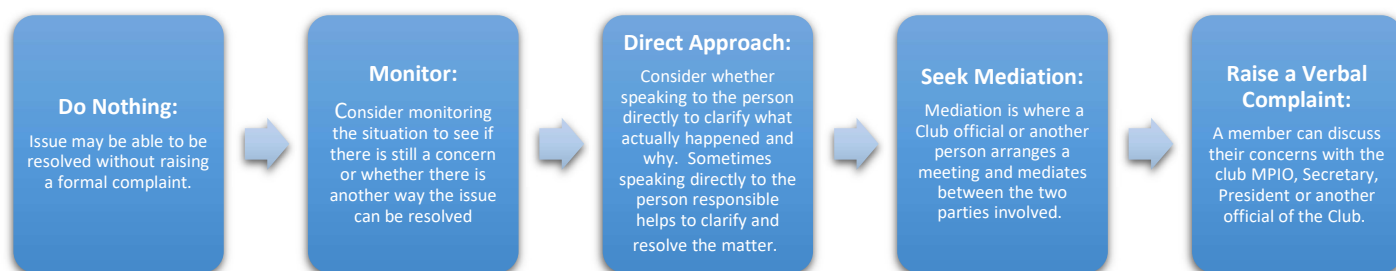
A complaint should not necessarily be seen as a bad thing as it can often be an opportunity for the Club to identify unacceptable behaviour or breaches of the Codes of Conduct, address safety concerns or a lack of understanding of Club policies and procedures and generally raise awareness or improve processes within the Club.

**MCJ AFC treats all complaints very seriously and will give due consideration to all formal complaints received and respect the rights of those involved.**

Before you proceed with completing and formally lodging your complaint, please consider the following:

1. Have you sought clarification regarding whether your issue is a misunderstanding or miscommunication?
2. Is your complaint serious?
3. Are you raising your complaint based on facts or hearsay?
4. Have you considered the Pro's and Con's of lodging a formal complaint?
5. Have you checked Club Policies, Plans or Procedures to ensure you understand how the Club operates?
6. Can your issue be resolved in another way?
7. Is your complaint genuine or could it be considered vexatious, mischievous or defamatory?
8. Have you discussed this issue with other members of the Club and do they share your concerns?

**Options for addressing a minor issue:** It should be noted that there are many ways of dealing with an issue. MCJ AFC believes that most issues can be resolved via relatively simple means and at low levels, and that only very serious issues require formal Complaint Handling and Management. Please consider the following escalation levels for dealing with your issue.



**Monitor:** If you weren't present, be sure to ask questions of your child or others present as to why or how it may have occurred and base your concerns on facts and not hearsay by clarifying information with those that were present or reported it to you.

**Direct Approach:** If you approach the person with the intent to clarify what happened or if they are made aware of your concerns, they may be able to provide a reasonable explanation for what occurred or see the error of their ways, and if it was an accident or misunderstanding they may offer an apology and do things differently in future. In many cases, it can be beneficial for the person to understand what you may have seen or been told and the concerns that you have, as this can enable them to identify any issues and take steps to rectify and prevent it occurring again.

**Seek Mediation:** For example, if a parent is having a problem with a coach or another parent, a meeting may be arranged between the two parties with a club official or an impartial person to mediate between those present. Where mediation occurs, both parties have to try to come to a mutually agreed outcome, as a way to resolve the issue or complaint. Mediation enables the problem to be discussed and resolved between the parties and the club, politely and respectfully, in a managed setting. If mediation is not agreed by both parties or is unsuccessful, then alternative resolution processes are then often considered or in some cases a complainant may realise the issue is not as serious as first thought and withdraws their complaint.

**Verbal Complaint:** This may provide the club with an opportunity to monitor the situation themselves and take any steps they believe appropriate or to discuss various options for resolving the matter and/or request that a written formal complaint be lodged to provide an outline and the details and facts of the complaint.

**Official / Formal Complaint:** The MCJ AFC Formal Complaint Form is provided on the next page. If you still feel that a formal complaint is necessary, please complete this form. The person who lodges and signs the complaint must be able to be identified and should include their contact details. It is important to note that any person being complained about is entitled to be informed of the complaint and be given an opportunity to respond to any allegations or complaint about them.



**If the issue is of a Serious nature, i.e. May involve Harm to Children - Please contact the Club Immediately!!!**

**Formal / Written Complaint Form**

Raised by:	
Complainants Name:	
Address:	
Email Address:	
Mobile Phone No:	

Details of Complaint (if insufficient space please attach separate sheet):			
What happened?			
Who does it involve?			
Where did it take place?			
When did it take place (Date)?		Time:	
Are there any witnesses? Please provide details.			
Any other pertinent information:			

Agreement:	Signature / Date:
By signing & submitting this form you agree to abide by the policies, procedures & code of conduct of the MCJAFc:	

MCJAFc Processing Information (MCJAFc USE ONLY):			
Date Received:		Received by (Name):	
Assigned to:			

