

 <p><b>FOOTBALL SOUTH AUSTRALIA</b></p>		<p><b>FOOTBALL SOUTH AUSTRALIA</b></p> <p><b>Procedures and Policies</b></p>	
		<p><b>Subject:</b> <b>Complaints Procedure</b></p>	<p><b>Date Implemented</b> <b>Nov 2016</b></p>

**Rationale**

Football South Australia is committed to providing a high-quality service to all our stakeholders. If a stakeholder has a complaint, it needs to be addressed firstly with the party that the complaint relates to, this may be a club or affiliated association. If the complaint is not addressed at this level, it can then be referred to Football South Australia so that appropriate action may be implemented.

Complaints may vary in severity and complexity and may be addressed informally or formally. Any complaint received should be addressed in a timely manner and should not be avoided as it may result in a minor complaint becoming significant. Football South Australia aims to provide consistency and fair handling of all complaints through this procedure.

**Required Outcome 1:**

To ensure that all clubs and affiliated associations abide by the Football Federation Australia (FFA) and Football South Australia Competition Rules and Regulations, policies and procedures.

**Required Outcome 2:**

To provide a clear and concise complaints process including an appeal process.

**Required Outcome 3:**

To provide consistency and fair handling of all complaints.

**COMPLAINT PROCESS**

**Prior to Submitting a Formal Complaint to Football South Australia.**

1. Prior to contacting Football South Australia in relation to a complaint, the complainant should consider whether the matter has been addressed with the person/s concerned. If the

complaint is in relation to a club or association, in the first instance, the club and/or association should be provided with the opportunity to resolve the matter.

2. In submitting a complaint to a club or association, this may in the first instance be undertaken informally. This may involve having a conversation with the relevant person about the complaint/grievance. If the matter is resolved no further action is required.
3. If the matter cannot be resolved informally, the complaint/grievance should be submitted in writing to the relevant party outlining the nature of the complaint and the outcome that is wanted. Any formal correspondence should provide a timeframe for a response, normally 7 days. If the matter is resolved no further action is required.
4. If the complaint/grievance is not resolved by the club/association following informal and formal process, a formal complaint may be made to Football South Australia. Prior to doing so, a person may contact Football South Australia to determine if the matter can be resolved without making a formal complaint. In undertaking this process the Football South Australia will only provide advice, a determination will not be made or tell the person what action they should or should not undertake.

#### **Submission of a Formal Complaint to Football South Australia.**

1. All complaints are to be submitted in writing. The information should be specific and provide details relating to the actual complaint.
2. If the complaint/grievance is in relation to a competition matter, it should be addressed to the relevant Competition Administrator. Please note that Football South Australia Competition Staff will not address matters with individuals if they have not been addressed through their club.
3. If the complainant is unsure who the matter is to be addressed to, they may contact the Football South Australia for further information.

#### **Investigating a Complaint**

1. Once the complaint/grievance has been received, it will be reviewed and investigated. Investigation may entail requesting additional information, referring the matter to another

person within the organisation or referring the matter to the Football South Australia Grievance/Disciplinary Committee.

2. If the matter is not referred to the Grievance/Disciplinary Committee and a determination is made by Football South Australia, a written response relating to the findings and the action to be implemented will be conveyed to the complainant.

### **Grievance/Disciplinary Committee**

1. Football South Australia Grievance/Disciplinary Committee is an independent body.
2. If the matter is referred to this committee, a hearing date and time will be conveyed to the complainant.
3. The complainant and any witnesses, where applicable, will be required to attend the hearing.
4. The Grievance/Disciplinary Committee will hear the matter and provide a finding. The outcome of the hearing may be provided verbally at the hearing. All findings will be provided in writing to the complainant within 7 days, where possible.

### **Appeal Process**

1. A person may appeal a decision of Football South Australia or the Grievance/Disciplinary Committee in accordance with the National Disciplinary Regulations and Football South Australia Grievance and Disciplinary Regulations.
2. To lodge an appeal, the appeal must be in writing and must be accompanied by the appeal fee.
3. On receipt of the appeal, Football South Australia will refer the matter to the Appeal Committee.
4. An Appeal Hearing will be scheduled and notified to the person who submitted the appeal.

5. The Appeal Committee will hear the matter and provide a finding. The outcome of the hearing may be provided verbally at the hearing. All findings will be provided in writing to the complainant within 7 days, where possible.

### **National Grievance Procedure**

1. If a complainant is not satisfied with the outcome of the above process, a grievance may be submitted to the FFA in accordance with the National Grievance Resolution Regulations.