

# PAPAMOA FOOTBALL CLUB - COMPLAINTS POLICY

## Policy

Where a complaint is received, the club will ensure it is dealt with promptly and all parties concerned will be treated fairly and in line with natural justice.

Harassment complaints are to be dealt with separately under the club's Anti-Harassment Policy.

If any complaint is of a sexual nature, involving a minor, the NZ Police must be notified immediately.

## Process

When a complaint is received by the Management Committee, the committee will have the complaint investigated, discussed, considered, and responded to the parties concerned, all in the interests of resolving the complaint in a fair and just way.

## Procedures

Many complaints arise from a breakdown in communication or a misunderstanding and can be resolved quickly and easily with direct contact with the team manager or coach.

In the event of this approach being unsatisfactory or unsuccessful, contact should then be made with the relevant age-grade coordinator. Contact details can be found on the website.

If the complaint cannot be resolved at any stage of the process so far, then a written complaint should be forwarded to the Management Committee via the Secretary, who will refer the matter to one of the committee members for further investigation.

If the complaint is relating to an incident, then the club incident form should be used.

The committee member responsible for investigating further will acknowledge receipt of the complaint within 7 working days.

The committee member responsible for investigating further will collect information regarding the complaint and if necessary, form a sub-committee to determine the best way to proceed. The sub-committee will vary depending on the nature of the complaint but will involve at least one other member of the management committee.

The complainant will be advised of the outcome of the investigation within 14 days.

Approval Date: 19/11/2023

Approval Signature: 

Approval Name and Position: Rob Schoonderwoerd, Secretary

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