

Grievance and Complaints Policy

COMPLAINTS

A grievance or a complaint include any type of problem or concern that you feel needs addressing.

Any person may make a report of a grievance or complaint to the Committee where any issues directly concerns the CUSC. The grievance or complaint must be in writing – either written or by email.

KEY PRINCIPLES

Confidentiality Only the people directly involved in the grievance or complaint have access to the information relevant to the complaint. Your details will be kept completely confidential should it be possible however the principle of natural justice may require disclosure of your details to the party you are making an allegation against. Disclosure of your details is at the discretion of the person handling the complaint.

Impartiality All sides get the chance to tell their side of the story. No assumption will be made or any action taken until all relevant information has been collected and considered.

Free of repercussion or victimization The Committee will take all necessary steps to ensure the parties involved in a grievance or complaint are not victimized in lodging or assisting with information concerning a grievance of complaint. Action should be expected where victimization or repercussion is sought against people involved in a grievance or complaint handling issue.

Sensitivity All grievances and complaints will be dealt with appropriately.

Timely It is the objective of the CUSC to deal with any grievance or complaint as quickly as possible.

WHAT TO DO IF I HAVE A COMPLAINT/GRIEVANCE

- Step 1 Work out the best way to handle the situation. If you are not sure how to handle the problem yourself, options include speaking to your Coach, Team Manager, League Coordinator or Club Manager for advice and guidance.
- Step 2 If you feel comfortable with your relationship with the other person involved, try to sort the situation out directly between yourself and that person. Sometime things happen unintentionally and the matter could be sorted out with an explanation and an apology. This should be done as close to the incident of concern as possible to avoid confusion.
- Step 3 If you are unable to take the above steps, please email the details to the Club President on soccer@carey.wa.edu.au