



## GRIEVANCE AND COMPLAINTS PROCEDURE

Riversdale Soccer Club has established the following grievance and complaints procedures to address any instances of discrimination or harassment. These procedures are designed to ensure that all complaints are handled promptly, fairly, and confidentially. Members are encouraged to report any incidents of discrimination or harassment to the designated club representative or committee member, who will initiate the appropriate investigation and resolution process. The Model Rules for Incorporated Associations or any formal statements regarding disciplinary procedures may also be referenced in handling grievances and complaints.

### 1. Reporting:

- a) Any member who believes they have been subjected to discrimination or harassment should report the incident as soon as possible to the designated club representative or committee member. The report can be made verbally or in writing. The club representative or committee member will provide assistance to the complainant in documenting the incident if necessary.
- b) If the complaint is against the designated club representative or committee member, the complaint should be made to another committee member or a higher authority within the club.

### 2. Confidentiality:

- a) All complaints will be treated confidentially to the extent possible, while still ensuring a thorough investigation and appropriate resolution. Only those individuals directly involved in the investigation and resolution process will have access to the information provided.
- b) It is important for all parties involved in the complaint process to maintain confidentiality and not discuss the details of the complaint with anyone who is not directly involved.

### 3. Investigation:

- a) The designated club representative or committee member receiving the complaint will promptly initiate an investigation into the matter. They will gather all relevant information and evidence related to the complaint.
- b) The investigation will be conducted in an impartial and objective manner, ensuring that all parties involved have an opportunity to provide their perspective.
- c) The complainant and the individual against whom the complaint is made will be given an opportunity to provide written or verbal statements and any supporting evidence.



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### 4. Resolution:

- a) Upon completion of the investigation, the designated club representative or committee member will determine whether the complaint is substantiated or unsubstantiated based on the available evidence.
- b) If the complaint is found to be substantiated, appropriate disciplinary action will be taken, which may include warnings, suspension, expulsion, or other measures deemed necessary.
- c) Both the complainant and the individual against whom the complaint is made will be informed of the outcome of the investigation and any disciplinary actions taken.

### 5. Appeals:

- a) If either party is dissatisfied with the outcome or the handling of the complaint, they may lodge an appeal with the club committee.
- b) The club committee will review the appeal and may conduct further investigation if necessary. The committee's decision on the appeal will be final.

Riversdale Soccer Club is committed to ensuring that all complaints are taken seriously and handled in a fair and confidential manner. By following these procedures, we aim to provide a safe and inclusive environment for all members of our club.

Regards,

Riversdale Soccer Club Committee