



Beaconsfield *Junior* Football Club

ISSUE RESOLUTION POLICY & GUIDELINES

POLICY

The Beaconsfield Junior Football Club (BJFC) requires that all issues are resolved to the satisfaction of the members and Committee in a timely fashion. Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled. All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the level of involvement for expediting issue resolution.

PROCEDURE

1. Any person wishing to raise an issue shall do so as follows; anonymous complaints will not be investigated.

Issue with

Registration, Clearance, Fees:

Game Day/Training -Player or Team related:

Team Manager or Coach:

Club Jumper:

Canteen:

Social/Fundraising Event

Sponsorship:

General nature:

Contact

The Registrar

Team Manager or Coach

Football Operations Manager

Jumper Co-Ordinator

Canteen Manager

Social/Fundraising Manager

Sponsorship Manager

Relevant Manager - dependant on nature of complaint or an Executive Committee member

Sometimes a coach or Team Manager may also hold an executive committee role.

If you have a concern that relates to a person holding a dual role and you feel uncomfortable raising it with them, please don't hesitate to contact another executive committee member instead.

Where possible the person reporting the issue should make suggestions that may resolve the issue. The Team Manager, Coach or Committee member may at any time call on other Committee Members for assistance. As soon as practicable after an issue has been reported, the Team Manager, Coach, and/or Committee Member/s and the claimant, must meet and try and resolve the issue.

2. Where the initial parties cannot resolve the issue, the Team Manager, Coach, or Committee member/s should refer the matter to the Executive/General Committee through the Football Manager, President, Vice President or Secretary as soon as possible.

3. In attempting to resolve the issue, all parties should take into account the following factors:

- The extent of the issue, ie, is it likely to have a wider effect in the BJFC.
- The number of players or teams affected.
- Whether appropriate temporary measures are possible or desirable.
- The expected time before the issue can be addressed.
- What resources may be needed to resolve the issue.

4. The consent of the Executive Committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Club President is authorised to make public statements on behalf of the Club in respect to any issue referred to Executive/General Committee.

Any football or team related issue reported to the Committee, where the Team Manager and/or Coach has not been given the initial opportunity to resolve, will be referred back to the Team Manager/Coach.

All persons must take reasonable actions to avoid situations that could cause serious injury or harm to the health of players, officials or the public. If any hazard is identified, appropriate action must be taken immediately by the person identifying the hazard and they must report the hazard and the action taken to an Executive Committee member as soon as possible.