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## Members Complaint Policy

Rev 27.08.2008

### Introduction

This policy seeks to address the issue of dealing with complaints from club members being either players or parents of players.

### Scope

The policy applies to all complaints from financial members of the club. Unfinancial members will be treated as non members and as such this policy will not apply.

### Objectives of this policy

1. Provide a clear process for submitting member complaints. .Early identification of behavioral problems within the SPJFC.
2. Providing the club officials with a process for dealing with Member complaints.
3. Ensuring that member complaints are dealt with by the elected club committee.

### Process for lodging a complaint.

1. All complaints are to be made in writing and must be signed. (Emails will not be accepted as an official complaint)
2. The signed original complaint (not a copy) must be sent by mail to the clubs registered postal address or hand delivered to a committee member.
3. In the event the complaint relates to the immediate health and or welfare of a member, player, the public or committee member, the person making the complaint should immediately contact the club President, Vice President or Secretary by telephone or in person and advise them of the issue .

### Process for reviewing a member's complaint.

1. All written complaints will be dealt with at the next scheduled committee meeting.
2. The committee will decide on what actions if any are required to be taken following a review of the complaint. and a written response provided.
3. The committee will note the complaint in the minutes along with any actions taken as a result of the committee's decisions.
4. In the event that a complaint is made by telephone or in person and only if the complaint is regarding an issue that could effect the immediate health and welfare of a person the, person receiving the complaint may convene a special meeting of at least two committee members to resolve the issue. This special meeting may be via a telephone call.
5. The committee's decision is final.

### Ongoing Complainer

1. In the event that the committee continues to receive complaints from the same person regarding a complaint which has been dealt with by the committee, then the committee may choose to ignore the new complaint. Further if the complaints continue that relate to complaints previously closed by the committee and if the committee believes that these continued complaints are destabilizing the club, then the committee may terminate their membership.