

Old Scotch Collegians Football Club Inc

Complaint & Grievance Procedure

1. Purpose

The purpose of this procedure is to provide a clear, fair, and transparent process for resolving complaints and grievances within the Old Scotch Collegians Football Club Inc (OSCF). This ensures that all club members, players, officials, supporters, and stakeholders have a mechanism to raise concerns in a constructive manner.

This procedure aligns with the Northern Tasmanian Football Association (NTFA) rules, as well as relevant Football Tasmania and AFL Tasmania policies.

2. Scope

This procedure applies to all club members, including:

- Players
- Coaches
- Team officials
- Committee members
- Volunteers
- Parents & guardians
- Spectators & supporters

It covers all complaints related to:

- Player and team selection
 - Conduct of players, officials, or members
 - Breaches of club policies, NTFA rules, or AFL codes of conduct
 - Discrimination, harassment, or misconduct
 - Club administration and operational concerns
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3. Informal Resolution Process

Where possible, grievances should first be resolved informally through open communication:

1. **Direct Discussion** – The complainant should first raise the issue with the person involved (if appropriate) and attempt to resolve it amicably.
2. **Team Manager or Coach** – If direct discussion is not feasible or unsuccessful, the issue can be raised with the relevant team manager or coach.

3. **Committee Member** – If the issue remains unresolved, it should be escalated to a senior club official or committee member.
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4. Formal Complaint Process

If the grievance is not resolved informally, a formal complaint should be submitted as follows:

Step 1: Lodging the Complaint

- Complaints must be in writing and submitted to the **Club President** or **Club Secretary** via email or letter.
- The complaint should include:
 - Full name and contact details of the complainant
 - Description of the issue, including relevant dates, times, and people involved
 - Any supporting evidence (emails, screenshots, witness statements, etc.)
 - The desired resolution (if applicable)

Step 2: Acknowledgement & Initial Assessment

- The Club will acknowledge receipt of the complaint within **5 business days**.
- The Club Executive will assess whether the issue:
 - Can be resolved internally
 - Requires mediation
 - Needs referral to the NTFA, AFL Tasmania, or an external authority

Step 3: Investigation & Resolution

- The **Club Committee** (or a designated Grievance Officer) will investigate the complaint within **14 days**.
- Both parties involved will have the opportunity to present their views.
- A decision will be made, and the complainant will be informed in writing of the outcome and any actions taken.

Step 4: Appeal Process

- If the complainant is unsatisfied with the outcome, they may request a review by the **Club Committee** within **7 days** of receiving the decision.
 - If the issue remains unresolved, it may be escalated to the **Northern Tasmanian Football Association (NTFA)** for further review.
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5. Confidentiality & Non-Retaliation

- All complaints will be handled **confidentially** to the extent possible.

- No member shall face retaliation for raising a concern in good faith.
 - False or malicious complaints may be subject to disciplinary action.
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6. External Escalation


If a complaint cannot be resolved at the club level, it may be referred to:

- **Northern Tasmanian Football Association (NTFA)** – for matters concerning NTFA regulations, game-day conduct, and club governance.
 - **AFL Tasmania** – for serious breaches of conduct, including discrimination, harassment, or player welfare issues.
 - **Legal Authorities** – in cases involving criminal activity or serious misconduct.
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7. Review & Amendments

This Complaint & Grievance Procedure will be reviewed annually by the Club Committee to ensure it remains effective and compliant with NTFA and AFL Tasmania policies.

For any concerns or to submit a formal complaint, please contact:

 **Email:** info@osfc.com.au