

FOOTBALL BRISBANE

PROCEDURES FOR COMPLAINTS AND/OR ISSUES

1. **Aim**

The aim of the procedures is to:

- a. Ensure that matters are directed in the first instance to the most appropriate person;
- b. Ensure that it is resolved at the lowest level of the organisational hierarchy as possible; and
- c. That all relevant people are part of the process should the complaint or issue require escalation to Football Brisbane.

Please find below some points to assist you in achieving this aim and some general guidelines as to how to resolve issues in a positive way.

2. **Resolving the Problem**

Most problems that arise fall into two categories:

- a. Lack of Organisation - such things as field set up, lack of officials. These can be resolved by bringing the matter to the attention of the Opposition Manager/Coach, or to the Hosting Club Officials. Provide advice and /or assistance, help set up and in the case of Officials, i.e. Referee or Assistant Referee provide one if you are able to, even Medical.
- b. Honest Mistakes / Lack of Knowledge - similar to above and if brought to their attention it is normally corrected relatively quickly.

3. **Avoid Confrontation**

Don't be accusatory when approaching others, reconcile the matter calmly and if this is not possible then follow the process outlined below. Do not get into arguments.

4. **Always Remember**

- 4.1 Almost all persons involved in Football are volunteers and the football community needs them involved, not sitting on the sideline because someone has soured the experience.
- 4.2 We are there for the Players' (of both Teams) enjoyment and development, not your or your supporters perceived interpretations or goals.

5. Competition Rules / Laws of the Game / Club Procedures

Reference should always be made to the Competition Rules, appropriate Laws of the Game and any Club Procedures before proceeding with any complaint or issue. In other words, check that you have the grounds to make a complaint or if there is an issue.

6. Passage of Information / Recording

As the procedure is followed, ensure that:

- 6.1 All are kept informed and that outcomes are communicated to all concerned; and
- 6.2 A record is kept for future information, eg. re-occurrence of problem with same team or club.