



Daylesford & Hepburn United Soccer Club Inc.

Grievance and Complaints Policy

Date created:	July 2025
Audience:	All
Version:	1.0
Purpose of Document:	To ensure grievances and complaints raised by members (including Committee members), volunteers, stakeholders, or community members are addressed in a prompt, fair, and respectful manner, and resolved constructively in the best interests of the Club.
Actions:	Families, volunteers and players to read and understand this policy
Review:	July 2027
DHUSC Contact:	DHUSC Committee via dhusc1983@gmail.com
Other relevant resources (see Daylesford Hepburn United Soccer Club Inc. website)	• Code of Conduct for Players • Code of Conduct for Spectators and Parents • Code of Conduct for Coaches and Team Managers https://www.daylesfordsoccerclub.com/

Daylesford and Hepburn United Soccer Club acknowledges from time to time, issues may arise that require resolution. The Club is committed to providing a safe and respectful environment and believes the following:

- Individuals have the right to raise concerns and have them considered fairly, respectfully, and promptly.
- The preferred resolution is one achieved cooperatively and informally, where possible, before progressing to a formal complaint.
- A person making a complaint will not be disadvantaged as a result of raising a concern in good faith.
- Complaints will be treated confidentially, and outcomes will be documented.

Grievance & Complaint Resolution Process

Step 1 – Speak with the Relevant Team Manager

- The first step for any grievance or complaint is to communicate directly with the relevant Team Manager. This allows an opportunity for early resolution in an informal and cooperative manner.

Step 2 – Submit in Writing to the Committee (If Unresolved or Conflict Exists)

- If the issue is not resolved through discussion with the Team Manager, or if there is a perceived conflict of interest or concern involving the Team Manager, the complaint must be submitted in writing to the Committee for formal consideration.

Formal Complaint Procedure

Lodging the Complaint

The complaint must be submitted in writing to the **Daylesford and Hepburn United Soccer Club** Committee. This can be done by email to **dhusc1983@gmail.com** or in a sealed envelope addressed to the Committee and passed onto a Committee member.

Initial Review

The written complaint will be referred to the President (or another suitable Committee member if the complaint involves the President). The complaint will be documented and acknowledged within 7 days.

Notification and Mediation

Where appropriate, and depending on the nature of the complaint, mediation may be offered to the parties involved to assist in reaching a resolution. A mediator may be appointed to facilitate discussions.

Formation of a Subcommittee

Upon receipt of a formal complaint, a subcommittee will be formed comprising a minimum of two Committee members. This subcommittee will:

- Conduct a preliminary review of the complaint.
- Interview all relevant and impacted parties.
- Gather any supporting documentation or evidence.
- Determine the facts and consider potential resolutions.

Following their investigation, the subcommittee will present a recommendation of action and resolution to the full Committee for endorsement or further direction.

Decision and Outcome

The Committee's final decision will be communicated in writing to both the complainant and any other involved parties, outlining the outcome and any agreed actions.

Further Escalation

If a resolution cannot be achieved through the Committee process, the matter may be referred to an independent person nominated by the Club or to an external authority such as:

- Equal Opportunity Commission
- Industrial Relations Commission
- Football Victoria or another relevant governing body

Support During the Process

At any stage, the complainant or respondent may seek the assistance of a support person or agent.

Principles

Throughout the process, the following principles will be upheld:

- Confidentiality – All discussions and records will be handled sensitively and confidentially.
- Fairness and Respect – All parties will be treated equitably and with respect.
- Timeliness – The Club aims to resolve grievances in a timely manner.
- No Retaliation – No person will be penalized for making a complaint in good faith