



BULLI FOOTBALL CLUB LTD

ACN 065 418 000

ABN 61 065 418 000

Members Complaint Policy

Version	1.0
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Amendment Date:	

The following information outlines the steps a member should follow to raise a complaint within our Club. All complaints will be taken seriously and treated with respect and confidentiality. Depending on the content of the complaint, other club members may need to become involved in the investigation and steps required to find a resolution.

Should a complaint be serious and potentially indicate laws have been broken, the Club would report the incident to the Police. The Club must abide by all common law and legal requirements and report the incident to the appropriate authorities.

Refer to the Club's Member Protection Policy, Code of Conduct and Constitution for additional information.

General Guidelines:

Complaints can be verbal or in writing.

Complaints should be directed to a member of the Board of Directors or General Committee.

The club does have several members trained as Members Protection Information Officers (MPIO) that can assist with information when making a complaint.

Complaints need to provide sufficient information to allow investigation and additional information may be requested by the Club during the investigation process.

Complaints over team selections will generally be dealt with by the Football Director and Coaching staff. The club does work closely with our coaches on football philosophy and culture and does not allow discrimination of any type. Trials are held for team recruitment; this involves coaches and Football Director and other club members due to the large number of players on trial. However, final selections are left to the coaches and Football Director.

The club Committee and Board do not get involved in team selections during the season, this is the coaches' responsibility and coaches are judged on the results, including player development at the conclusion of each season.

The Club Constitution outlines how the club operates and includes a Code of Conduct. Complaints over behavior will use our Code of Conduct as reference.

Complaints will be dealt with as soon as possible, and where appropriate, feedback will target 72-hour response times. Our Club is operated by volunteers including the Board of Directors, we do need to appreciate members are juggling other priorities. Mediation may be a strategy to work through a complaint, the club would consider using a 3rd party mediator if the complaint warranted external expertise.

Should complaints require escalation into Football South Coast, we need to follow their complaints procedure which is likely to take extra time. Complaints cannot bypass FSC and be directed to FNSW, we must follow the correct procedures as part of our acceptance in the FSC competitions.

Members that are part of the Board of Directors and General Committee must follow the same guidelines when making a complaint.

If the complaint is serious involving threats, physical violence or potential breaches of child protection laws, the Police will be contacted immediately.

FSC Competition Structure:

Competition structure, age and gender rules are not a decision of our Club, that is controlled by the governing body at Football South Coast and FNSW. Our participation in these competitions requires our compliance with the FSC Rules and Regulations.

If a member had a complaint of this nature, it would be referred directly to Football South Coast management.

Other Compliance Requirements:

The Club is required to comply with all law and legislation applicable to our operations. This will include but not be limited to the WHSE Act 2011, Corporations Act 2001, Working with Children legislation, and Council Lease Agreement.