



Complaints Policy

Applicable to all Parents, Players, Officials & Associates of CJFC

Authorised Persons

The Club will appoint a Complaints Officer (the Club's Complaints Officer) to ensure that any breach of Club Policy is responded to in an equitable and prompt manner. The President of the Club (the President) is the senior decision-maker in the Club's Complaints Process. Therefore, should the President be absent for a significant period, he/she must nominate a person to act on his/her behalf should the process need to be enacted.

Confidentiality and Records

Confidentiality must be maintained throughout the complaints process. All parties to a complaint, the President (or Delegate), the Club's Complaints Officer, any witnesses and the Conciliator must all agree, in writing, to the maintenance of confidentiality. No person involved in the complaints process shall publicly comment on any aspect of the complaints process without the prior written agreement of all parties.

The Club shall ensure that any documents relating to a complaint shall remain confidential and be retained for 7 years from the date that the complaint is made.

Inter-club Breach of Policy

In the event that it is alleged that a spectator or participant from another Club has contravened Club Policy:

- An Umpire, spectator or participant of the Club may by 5.00pm on the first working day following the day on which the contravention is alleged to have occurred, lodge a complaint in writing with Complaints Officer of the Club;
- The Complaints Officer of the Club where the complaint was made shall, by 5.00pm on the next working day following the day that the complaint was lodged with the Club, lodge the complaint with the League's Complaints Officer;
- The Club's Complaints Officer will take no further action once the complaint has been lodged with the League unless otherwise instructed by the League's Complaints Officer.

Intra Club Breach of Policy

In the event that it is alleged that a participant of the Club has contravened Club Policy an umpire, spectator or participant may by 5.00pm on the first working day following the day on which the contravention is alleged to have occurred, lodge a complaint in writing with the Club's Complaints Officer.

Management of Intra Club Complaints

The Club's Complaints Officer shall:

- make every effort to ensure that: confidentiality is maintained at all times during the complaints process and that the outcome of the complaints process remains confidential;
- inform the person alleged to have contravened the Policy (the respondent) of the complaint and provide the respondent with an opportunity to respond to it;
- inform only the President of the Club or Nominee, that a Complaint has been received by the Complaints Officer;
- obtain written statements from any witnesses identified by both parties to the complaint;
- where available, obtain any other evidence;
- arrange for the complaint to be conciliated, by an independent conciliator agreed upon by both parties;
- take all steps necessary for the complaint to be conciliated within 5 working days from the day on which the incident is alleged to have occurred;
- ensure that any time limit referred to in this Policy may be extended by the Club if in the opinion of the President of the Club it is just and equitable to do so;
- ensure that where a matter is resolved by conciliation the only public statement that shall be made shall be agreed to by both parties to the complaint and the Club's President and that the terms of any settlement are finalised to the satisfaction of the complainant and respondent and signed by the parties and the conciliator.