



# South Melbourne Districts Sports Club – Junior Footy

## Issue Resolution Policy

### 1. Purpose

This policy aims to address and attempt to resolve any issue raised by a member (player, parent) relating to participation (players, squads, teams, footy) or any other issue that is general in nature in a timely, consistent and equitable way. **If the issue relates to child safety, the issue should be raised with the child safety officer and addressed under the child safe policy and incident reporting procedure. To access the child safe policy and incident reporting procedure, click [here](#).**

### 2. Expectation

South Melbourne Districts expects all involved in addressing and attempting to resolve an issue to participate as reasonably required and in accordance with the acceptable behavior code of conduct and child safe code of conduct. To access those codes, click [here](#). It's intended that the majority of issues raised can be addressed and resolved by the team manager or coach, and the team manager should indicate to players and parents that they are open to discuss any and all issues.

### 3. Raising an issue

#### (a) Relating to participation

If a person (player, parent) wishes to raise an issue relating to participation (players, squads, teams, footy), they're encouraged to first raise the issue with their team manager or coach – either verbally or by e-mail.

The person should raise the issue in an appropriate, calm, sensible and timely manner that doesn't disrupt training sessions or match day preparations and play - and provide suggestions that may resolve the issue.

As soon as possible after the person raises the issue and within 7 days of raising the issue, the team manager or coach should meet or communicate with the person raising the issue and work together in good faith to resolve the issue. The team manager or coach may request the president (or their nominee) to assist in resolving the dispute.

If the issue is unable to be resolved within 7 days of raising the issue, either the team manager, coach or person raising the issue may choose to refer the issue to the president – either verbally or by e-mail. Once the issue is referred to the president, it should be managed as though it were an issue that is general in nature (below).

#### (b) General in nature

If a person (player, parent) wishes to raise an issue that is general in nature, they're encouraged to first raise the issue with the president (or their nominee) – either verbally or by e-mail.

If the issue relates to participation and isn't first raised with the team manager or coach, the president (or their nominee) may direct that person to first raise the issue with their team manager or coach (above).

As soon as possible after the person raises the issue, the president (or their nominee) should assess the issue, and may meet or communicate with the person raising the issue in order to form a determination.

If the president (or their nominee) makes a determination on the issue, they'll notify the person raising the issue within 14 days. If the president (or their nominee) deems that the issue should be determined by the committee, they'll notify the person raising the issue within 14 days and the president (or their nominee) should refer the issue to the next monthly committee meeting.

If the person raising the issue feels aggrieved (aggrieved person) by the determination made by the president (or their nominee), they may choose to have the issue heard by the committee at the next monthly committee meeting by e-mailing the president (or their nominee) within 14 days of the determination being made.

**(c) Committee determination**

If an issue is referred to the committee for determination either by the president (or their nominee) or by the aggrieved person, the committee should make a determination on the issue at the next monthly committee meeting. The determination may include:

- (i) Referring the issue to mediation
- (ii) Referring the issue to the league or other external party
- (iii) Referring the issue to the child safety officer
- (iv) Carrying out an investigation
- (v) Amending current policies, procedures or codes of conduct
- (vi) Appointing a committee member to manage the issue resolution process
- (vii) Any other option that may reasonably address the issue

The committee's determination on the issue is made in the committee's absolute discretion and is final and binding. Within 3 days after the committee's determination, the president (or their nominee) should notify the aggrieved person of the determination.

**4. Resolving an issue**

In attempting to resolve an issue, each party should take into account the following factors:

- (a) The extent of the issue – is it likely to have a wider effect within junior footy or South Melbourne Districts
- (b) The number of players or teams that may be affected
- (c) Any appropriate temporary measures that may be taken
- (d) The expected time that may be taken
- (e) The possible resources that may be needed

An issue should not be referred to an external party and a public statement should not be made on behalf of junior footy or South Melbourne Districts without the approval of the committee.

Everyone must take reasonable actions to avoid hazards or situations that may cause serious injury or harm to a person. If a person identifies a hazard or situation that may cause serious injury or harm to a person in and around South Melbourne Districts, they're urged to raise it with a South Melbourne Districts' official as soon as possible.

**5. Contact**

Justine Grahame President E: <a href="mailto:president.juniorfooty@smdsc.com.au">president.juniorfooty@smdsc.com.au</a>
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