

# ADAMSTOWN ROSEBUD FOOTBALL CLUB

## POLICY – Member Protection & Issue Resolution (Policy #1911)

Issue Date: October 2019

Revision Date: October 2022

### Introduction

ARFC requires that all issues are resolved to the satisfaction of the members and the Board in a timely fashion. Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled.

All members have a responsibility to participate in reasonable actions to resolve issues. The policy and procedures below detail the level of involvement for expediting issue resolution.

### Policy and Procedures

1. Any person wishing to raise an issue shall do so as follows:

ISSUE	RAISED WITH
Football or Team Related	Team Manager or Coach or Technical Director
General Nature	ARFC Member Protection Officer (MPO)

Where possible the person reporting the issue should make suggestions that may resolve the issue. As soon as possible after an issue has been reported, the relevant club personnel and the claimant, must meet to try and resolve the issue.

2. The consent of the Board should be obtained before any external parties are involved in the resolution of Club issues. Only the Club President, in consultation with the MPO, is authorised to make public statements on behalf of the Club.
3. The Team Manager/Coach and/or Technical Director and/or MPO may at any time call on Board Members for assistance.

Our MPO is generally the first point of contact for persons with member protection or child protection enquiries or complaints that are not football related. They will provide information to members about the options available to them. Our MPO is impartial and generally will not mediate or investigate complaints. Depending on what level the issue relates to, will affect who should be contacted. Generally, if the issue relates to behaviour or an incident which occurred at the:

(a) Club level or involves people operating at the club level, then the complaint should be reported to and handled by the Club MPO in the first instance;

(b) State level or involves people operating at the relevant state level, then the complaint should be reported to and handled by NNSWF in the first instance; and

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(c) National level, then the complaint should be reported to and handled by FFA.

Any football or team related issue reported to the MPO, where the Team Manager and/or Coach has not been given the initial opportunity to resolve any such issue, will be referred back to the Team Manager/Coach for resolution.

Our current Member Protection Officer is:

Linda Gabriel

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