



## **Wulguru United Football Club (WUFC) – Grievances Policy**

### **Revision History**

Rev	Date	Author	Update	Approved
00.00	07-01-26	MA	Original document created following committee meeting action.	SN

## **1. Policy**

This document outlines the Wulguru United Football Club's (WUFC) policy for receiving and processing Complaints & Grievances.

Any complaints and grievances must be submitted formally by email to **wulguruufc@gmail.com** for prompt processing by the club and Committee.

Whilst the Club Coaches, Managers and Club Coaching Co-Ordinator may be able to support and clarify any complaints or grievances (or general questions that have a simple answer), is it preferable that complaints or grievances and any detailed questions are raised directly with the Club through a formal process.

The Club's team Managers may be able to answer any non-technical questions regarding the club, team and season etc. Any technical questions should be directed informally to the Manager who will discuss with the team Coach in an attempt to clarify provide a simple answer if a detailed or complex answer is not required.

Please be aware that the Club Coaching Co-ordinator role is for managing and maintaining the technical aspect of the club football coaching program delivery. Coaches report to the Club Coaching Co-Ordinator for the technical delivery of the Club's coaching program and the Club Coaching Co-ordinator's role is to provide technical support to the Club's coaches, and therefore, their role is not a general informal pathway for player or parent grievances or questions about the Club's coaches and teams.

Please also keep in mind that all club positions are voluntary and are generally filled by parents and players such as yourselves. Please be mindful of this and remain respectful with all interactions and approaches to club representatives. Inappropriate or aggressive behaviour and language would become an issue for the Committee to separately address.

The Club's handling of grievances generally follows an outline provided by Football Queensland and all of the following information is required with the formally raised grievance before it will be processed by the Club. Please provide all of the following information in your formal grievance submission:

- a. Full name
- b. FFA number
- c. Postal address
- d. Email address
- e. Best contact number



- f. Name and contact details of any potential affected parties (your grievance may have consequences for another party and so WUFC is concerned to ensure the affected party, including the Club, is aware of your Grievance and is provided with an opportunity to be heard)
- g. Do you require a support person for assistance (Y/N)
- h. Grievance Date (to be submitted within 14 days of the event and notified to the Club Secretary immediately)
- i. If you wish to, provide a chronology / timeline of events
- j. Please provide a brief summary of the relevant facts and arguments
- k. Please describe the outcome that you are seeking from the Club
- l. Please provide any supporting documents by attaching them to the email

Please note that all of the above information is required in writing for the club to be able to accurately and promptly assess and action the complaint and/or grievance.