



Toukley Gorokan Football Club Grievance Policy

Revision Date: 14/1/2025

1. Introduction

The Toukley Gorokan Football Club is committed to fostering a positive and inclusive environment for all members, players, coaches, volunteers, and other stakeholders. The purpose of this Grievance Policy is to outline the steps that can be taken by anyone within the club who wishes to raise a concern, complaint, or grievance in a fair, consistent, and respectful manner. This policy is designed to ensure that grievances are addressed in a timely and effective manner, and that all parties involved are treated with fairness and respect.

2. Scope of the Policy

This policy applies to all members of the club, including players, coaches, volunteers, committee members, and any other individuals involved in club activities. It covers any grievances or complaints related to:

- Behaviour or actions of individuals (e.g. harassment, discrimination, bullying)
- Club policies, procedures, or practices
- Issues related to team selection or coaching decisions
- Any other concerns affecting the individual's involvement in the club

3. Principles

- **Fairness:** All grievances will be handled impartially and with respect for everyone involved.
- **Confidentiality:** All matters raised under this policy will be kept confidential, shared only with individuals who need to know in order to resolve the issue.
- **Timeliness:** Grievances will be addressed in a timely manner, with an aim to resolve them as quickly as possible.
- **No Retaliation:** The club will not tolerate any form of retaliation against individuals who raise grievances in good faith.

4. Informal Resolution Process

Before formal steps are taken, individuals are encouraged to address grievances informally. This can be done by:

- **Step 1: Discussion:** The person raising the grievance should approach the individual involved in the issue and discuss the matter calmly and respectfully. Often, a direct conversation can lead to a resolution without further steps.



- **Step 2: Mediation:** If the matter is not resolved through direct discussion, the individual may seek the assistance of a neutral third party (e.g., a coach, team captain, or club Committee Member) to mediate the conversation and help find a resolution.

5. Formal Grievance Procedure

If the grievance is not resolved through informal means or if the matter is of a more serious nature, a formal grievance procedure can be followed:

- **Step 1: Submitting a Written Grievance:** The individual must submit a written grievance to the Club Secretary (secretary.tgfc@gmail.com) or Child Protection / Member Protection Officer. The written grievance should clearly outline:
 - The nature of the grievance
 - The events or actions that led to the grievance
 - Any attempts made to resolve the issue informally
 - The desired outcome or resolution
- **Step 2: Acknowledgement and Investigation:** The club will acknowledge receipt of the grievance within 5 working days. An investigation will be conducted by an appointed club representative or a small panel, which may involve speaking with the individual(s) involved and gathering relevant information. The investigation will aim to be completed within 14 days of receiving the written grievance.
- **Step 3: Outcome and Resolution:** Following the investigation, the club will inform the individual who raised the grievance of the outcome. If the grievance is upheld, the club will take appropriate action to address the issue, which may include changes to club policies, training, disciplinary actions, or other measures. If the grievance is not upheld, the individual will be provided with an explanation of the decision.
- **Step 4: Appeal Process:** If the individual is not satisfied with the outcome, they may appeal the decision within 7 days. The appeal should be submitted in writing to the Club President for discussion with the Club Executive, who will review the process and the findings. The decision of the Club Executive will be final.
- **Step 5: Feedback to Central Coast Football – if required.**
Pending on the grievance this may be escalated to Central Coast Football Association. If the Grievance relates to suspected child abuse, sexual assault or other criminal activity, then our club may need to report the behaviour to the police and/or relevant government authority.



6. Disciplinary Action

If a grievance involves serious misconduct, such as harassment, discrimination, or other unacceptable behaviour, disciplinary action may be taken. This can include warnings, suspension, or expulsion from the club, depending on the severity of the issue.

7. Support

The club recognizes that dealing with grievances can be difficult, and offers support to individuals involved in the process. Those raising grievances or involved in investigations may seek advice or guidance from the Club Secretary, Child Protection / Member Protection Officer, a coach/manager, or other appointed club members.

8. Monitoring and Review

This Grievance Policy will be reviewed annually by the club's Committee to ensure its effectiveness. Any amendments will be communicated to all members to maintain transparency and fairness in the grievance process.

9. Conclusion

The Toukley Gorokan Football Club strives to maintain a respectful and harmonious environment for all involved. By following the grievance procedure outlined above, the club ensures that issues are addressed appropriately, with a focus on fairness, resolution, and the continued well-being of all members.

10. Confidentiality

Grievances submitted will be treated with the utmost confidentiality to ensure the privacy and security of those involved. We are committed to protecting the identities of individuals who raise concerns, and all information provided will only be shared on a need-to-know basis with relevant parties who are involved in addressing the issue. This approach helps foster an environment of trust, allowing individuals to come forward without fear of retaliation or exposure. Our goal is to address grievances in a fair and impartial manner while maintaining confidentiality throughout the process.

Please note that If the Grievance relates to suspected child abuse, sexual assault or other criminal activity, then our club may need to report the behaviour to the police and/or relevant government authority.