**Galaxy United FC – Grievance, Dispute and Complaints Policy and Procedure**

1. **Purpose**

The purpose of this policy is to ensure that grievances and complaints raised by members volunteers, stakeholders or community members are dealt with in a prompt and equitable manner.

1. **Policy Statement**

At Galaxy United FC, we want football to be fun, enjoyable and safe for all.

Everyone has the right to play football in a safe environment and to be treated with dignity and respect.

**3. Grievance Principles and Procedures**

**3.1 What is a Grievance?**

A Grievance is a cause for complaint from a stakeholder concerning treatment in a particular situation that is inequitable or procedurally unfair; or a complaint that arises from perceived personal concerns relating to one or more interpersonal relationships. If more than one stakeholder raises the same or substantially similar grievance(s), then each grievant will be managed separately.

**3.2 Managing Grievances**

Grievances can be raised directly with the clubs Member Protection Information Officers (MPIOs) or with any member of the committee.

Grievances can be addressed directly to the Galaxy United FC Committee via [galaxyunitedfcsecretary@gmail.com](mailto:galaxyunitedfcsecretary@gmail.com) .

If child abuse is suspected or reported, the Child Protection Procedure, as detailed in the Galaxy United FC Child Safety Policy and Code of Conduct available at <https://galaxyunitedfc.com.au/galaxyunitedfc/galaxy-united-fc-grievance-policy/> will be followed.

While the procedural requirements of the grievance resolution mechanism may vary, Galaxy United FC aims to ensure that:

* grievances are addressed sensitively, promptly and in accordance with relevant Galaxy United FC policy and principles of natural justice;
* all reasonable steps are taken to respect the confidentiality of the people involved in a grievance;
* fairness and impartiality prevail throughout the appropriate resolution process - until a grievance is investigated and a decision is made, a grievance is an allegation, not a fact;
* appropriate records are maintained throughout the resolution process;
* persons who notify grievances are protected from victimisation or reprisal; and
* persons who notify grievances are regularly informed of the progress of the matter, including the consequences of any finding that the grievance is substantiated or not substantiated.

**3.3 Procedures**

Most grievances should be able to be resolved informally. Before entering into the formal process, the aggrieved stakeholder should attempt to resolve the grievance with the MPIO or the Galaxy United Football Club committee.

In any grievance or dispute, a member may appoint a person to act on their behalf in the grievance procedure.

The grievance should be resolved within 14 days.

In circumstances where the grievance is unable to be resolved at the informal stage or local level the Galaxy United FC Committee will within 10 days hold a meeting with all parties, in the presence of a mediator.

Mediation is a process that allows the people involved in a complaint to talk through the issues with an impartial person and work out a mutually agreeable solution.  
   
The mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved to talk through the issues and makes sure that the process is as fair as possible for all concerned.

The mediator must be an unbiased person and must be chosen by agreement between the two parties, or in the absence of agreement, a person appointed by the committee.

The parties to a dispute, should in good faith, attempt to settle the dispute by mediation.

If the mediation process does not result in the dispute being resolved, then the Committee may elect to:

* investigate the matter to make findings as to whether or not some or all of the grievance is substantiated; or
* refer the matter to an external investigator to investigate the matter and make findings as to whether or not some or all of the grievance is substantiated.

If the grievance is dealt with by formal investigation, Galaxy United FC will aim to ensure:

* Before a grievance is investigated, the grievant relevantly describes the allegations they wish to make (in most instances, but not all, this will need to be in writing), including particulars of the allegations so that they can be investigated appropriately;
* The person against whom the allegations are made is provided with a copy of the allegations that will be investigated and provided with the right of response; and
* All parties are informed in writing of the outcomes of any investigative process.

**3.4 Outcomes and Referral**

If a grievance is investigated under this Policy and findings are made that substantiate any or all of the allegations made, the Galaxy United FC Board will determine the outcome using any of the below:

* Counsel the stakeholder involved on their behaviour and the findings made as a result of the investigation;
* Commence disciplinary action ;
* Take some other form of appropriate action; or
* Take no further action.

**4. Confidentiality and Victimisation**

4.1 The parties to a grievance are required, at all stages of this policy and procedure, to maintain confidentiality in relation to the concern or compliant. The parties must not disclose, by any form of communication, either the fact or the substance of the matter to

anyone other than those involved in the dispute resolution.

4.2 A person must not victimise or otherwise subject another person to detrimental action as a consequence of that person raising, providing information about, or otherwise being involved in the resolution of a grievance under these procedures.

4.3 Any breach of either the confidentiality or non-victimisation requirements will be treated seriously by Galaxy United FC, and may result in disciplinary action. Any such breach will be referred for investigation and handling in accordance with the relevant misconduct procedure.