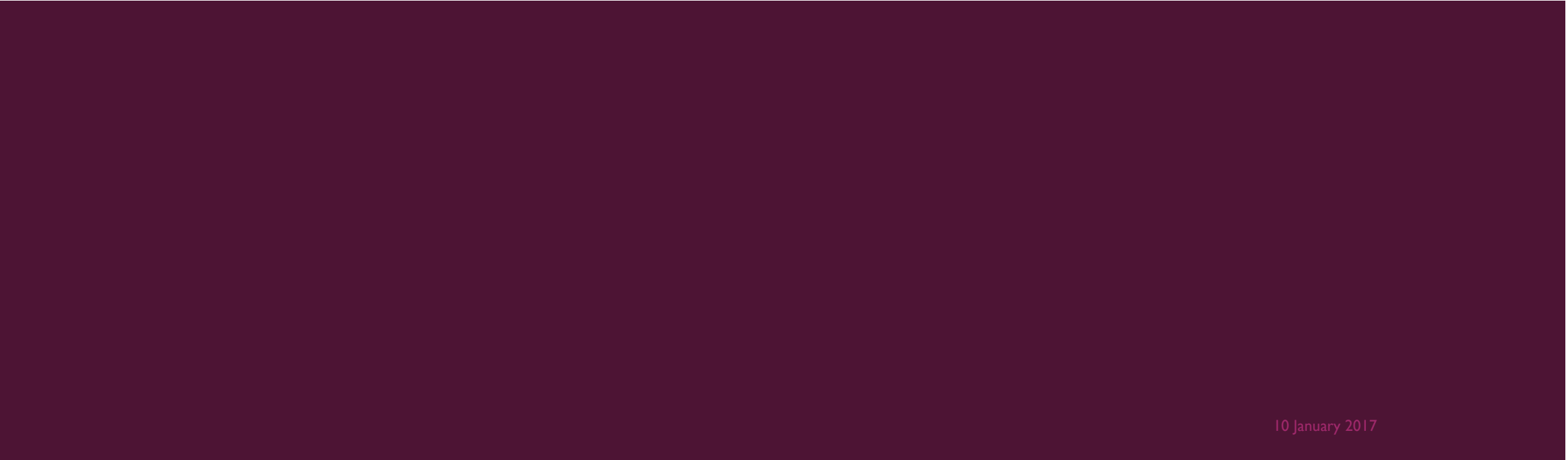




THE GAP FOOTBALL CLUB INC.

JUNIORS – COMPLAINTS STRUCTURE AND POLICY



10 January 2017

PARENTS

1. It is important to recognise that coaches are there to teach your child football skills and teamwork.
2. It is not the role of coaches to parent or discipline your child. It is expected that your child is at football because **they** enjoy the game and wish to participate.
3. Much the same as when you wish to speak to your child's school teacher, if you would like to have a conversation with the coach, please contact them via email or mobile and set up a time that is convenient to both of you. It is not productive or appropriate to approach a coach before / during / or after a training session or game and expect to have their focus and attention. We support the coach's right to refuse to engage at such times.
4. If you believe you have not had a reasonable response to your requests please communicate with the Director of Junior Football gapjrsec@gmail.com
5. If, after following the directed channels you remain unhappy with the response, you are welcome to contact TGFC Board Executive gapfcsec@gmail.com

TYPE OF COMPLAINT

Issue example:

- player not receiving adequate field time / position
- player being bullied
- standard of facilities
- training schedule

Parent

Coach

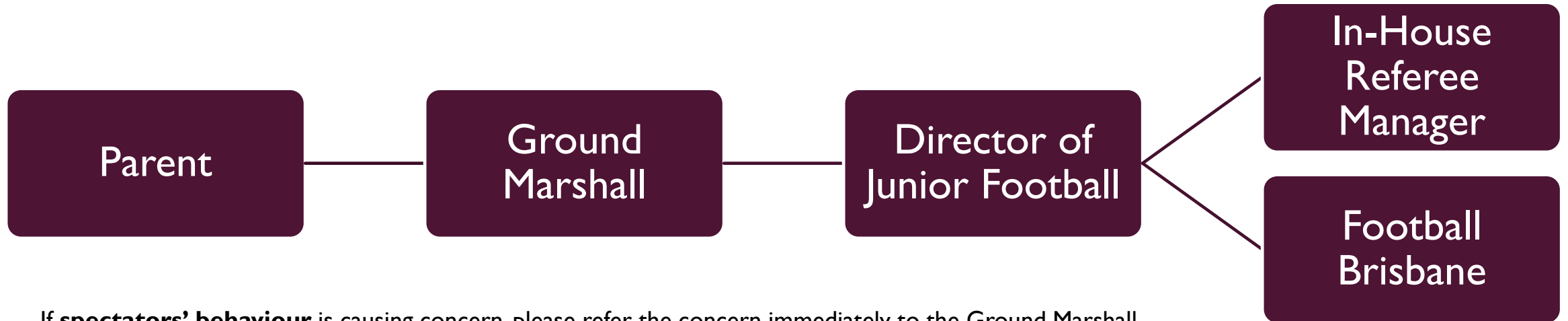
Director of
Junior Football

1. If the coach does not / cannot give a satisfactory response the complaint can be escalated to the Director of Junior Football.
2. The Director of Junior Football will seek information from both the parent and coach and discuss the situation with other relevant club officials if necessary.
3. Within 7 days of receiving the escalated complaint the Director of Junior Football will formally respond to the parent and coach. If further time is required the Director of Junior Football will advise the parent and coach.
4. Where inappropriate behaviour of another player(s) is confirmed that player and their parent(s) will be informed and the Club's Behaviour Management Policy - Yellow Card Program will be implemented.
5. Where the complaint appears systemic the Director of Junior Football will seek to resolve the issue with the involvement of the relevant club officials.

TYPE OF COMPLAINT

Issue example:

1. Behaviour of spectators
2. Standard of referees

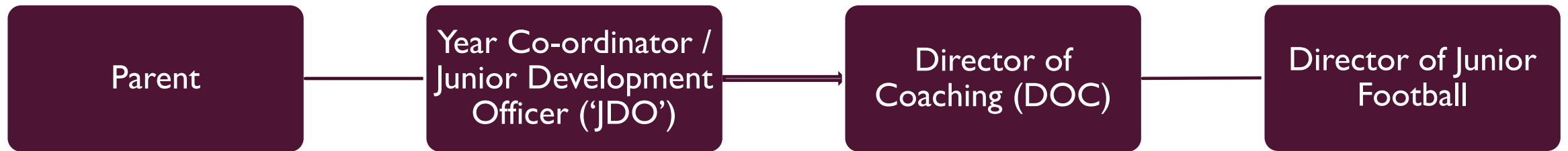


1. If **spectators' behaviour** is causing concern, please refer the concern immediately to the Ground Marshall.
 1. The Ground Marshall is authorised to address the situation.
 2. If you believe somebody is at risk of personal harm please call the Police on 000 and also locate the Ground Marshall.
 3. At a subsequent time the Ground Marshall will contact the Director of Junior Football to advise of the matter.
2. If the **standard of refereeing** is a concern please calmly approach the Ground Marshall with your concerns.
 1. The Ground Marshall is authorised to refer the matter to the In-House Referee Manager for Miniroos (U6 – U11) or The Director of Junior Football for U12 – U16 games.
 2. At a subsequent time the Ground Marshall will contact the Director of Junior Football to advise of the matter.

TYPE OF COMPLAINT

Issue example:

- Player / team selection
- Coach ability



1. If the Year Co-Ordinator / Junior Development Officer does not / cannot give a satisfactory response the complaint can be escalated to the Director of Coaching.
2. The Director of Coaching will seek information from both the parent and coach / selectors and discuss the situation with the Director of Junior Football if necessary.
3. Within 7 days of receiving the escalated complaint the Director of Coaching will formally respond to the parent and coach. If further time is required the Director of Coaching will advise the parent and coach.

It is important to remember that our Junior Coaches volunteer their time to our children and the club supports and appreciates that. The club is always looking for more volunteers so we encourage parents to get involved constructively with the club. To get involved email the Volunteer Co-ordinator on gapjuniorsvolunteers@gmail.com