



JETS JUNIORS FOOTBALL CLUB FEEDBACK POLICY

COMPLIMENTS

The Jets Juniors Football Club warmly welcomes all compliments in relation to any aspect of our club. Compliments can be sent to: president@jetsjuniors.com

GENERAL FEEDBACK

Jets Juniors Football Club welcomes feedback from players, their families, club volunteers, and the wider community. As a volunteer-run local club, we are committed to creating an environment that is accessible, welcoming, and inclusive for all.

We recognise that there is always room for improvement, and we genuinely value any ideas or suggestions that can help us grow and enhance our club. While we appreciate all input, please note that as a volunteer organisation with limited resources, we may not be able to action every suggestion brought to the committee.

We also encourage anyone with a passion for making a difference to consider joining our committee. Fresh ideas and new perspectives are always welcome.

To share your feedback or express interest in joining the committee, please contact us at: president@jetsjuniors.com

COMPLAINTS

Jets Juniors Football Club welcomes and values all feedback and complaints because it helps us understand how we can improve.

We will respond to all feedback and complaints as soon as possible and we will respect your privacy.

For all complaints made to Jets Juniors Football Club we will:

- Treat all complainants with dignity and respect
- Attempt to resolve the issue to the best outcome for all parties
- Keep you informed of developments regarding your complaint
- Provide support and referral to other support services where appropriate

How to make a complaint

There are lots of way that you can tell us what you think. You can:

- Email our Executive Committee at feedback@jetsjuniors.com
- Fill out the form on our website

DISPUTE RESOLUTION

As a result of a complaint, there might be the need for dispute resolution between parties. This might be between players, families, coaches, other club officials or involving people from the community or other clubs.

The following is our dispute resolution procedure:

1. Initial Contact and Informal Resolution:

- **Informal Approach:**

In the first instance, the Committee encourages, and will support, players, parents or community members to try to resolve issues directly with the people involved.

Executive Committee:

If you're not comfortable approaching the person/people directly, or if the initial attempt at informal resolution is unsuccessful, you can approach a member of the Executive Committee that can be contacted at feedback@jetsjuniors.com.

The Executive Committee is comprised of the President, Vice President, Secretary, Director of Football and the Treasurer.

2. Formal Complaint:

- **Written Complaint:**

If informal resolution fails, a formal written complaint should be lodged with the club.

- **Detailed Information:**

The written complaint should include all relevant details, such as the date and time of the incident, the names of those involved, a clear description of the issue, and any witness statements or evidence.

- **Executive Committee Review:**

The club's Executive Committee will review the complaint and consider any evidence provided and investigate as applicable and appropriate. Any Executive Committee members involved with the incident or complaint will be removed from the review process.

Any incidents involving children or players will be investigated in line with our Child Safe Policy and may involve the Child Safe Officer.

3. Investigation and Resolution:

- **Neutral Party:**

The Executive Committee will ensure neutrality in the investigation of the matter. Any member of the committee that is involved in the incident will be removed from the investigation.

- **Fair Process:**

The investigation should be fair and impartial, ensuring that all parties have a chance to present their side of the story.

- **Resolution:**

Once the investigation is complete, the club will determine an appropriate resolution, which may include:

- A formal reprimand or warning.
- Suspension from club activities.
- Other sanctions as deemed appropriate by the club.
- **Natural Justice:**

The club will respect natural justice and privacy during the process, ensuring that all parties are treated fairly and with sensitivity.

4. Appeals and Further Support:

- **Appeal to EFNL:**

If a party is dissatisfied with the club's resolution, they may have the option to appeal to the Junior Coordinator at the EFNL.

External Agencies:

In some cases, referral to external agencies like anti-discrimination or child safety agencies may be necessary, particularly for serious issues like abuse, discrimination or harassment.

Important Considerations:

- **No Retaliation:**

Under no circumstances will anyone be penalised for making a complaint or grievance.

- **Confidentiality:**

The complaints process will be confidential, ensuring that the privacy of all parties is respected.

- **Legal Requirements:**

In some cases, specific legal requirements may apply, such as reporting child abuse to the police or relevant government agency. Refer to the Jets Juniors Football Club Child Safety Policy.

Effective Date and Review

This policy and procedure is effective from 2025 and is to be reviewed every 3 years unless significant changes require review prior to this date.