



PARKSIDE FOOTBALL CLUB
EST. 1897
Parkside Magpies
Parkside Spurs
CAV Registration #: A0009709B



Parkside Football Club Conflict Resolution and Complaints Policy

1. Purpose

Parkside Football Club is committed to fostering a positive, respectful, and inclusive environment for all members, including players, coaches, officials, volunteers, and supporters. This policy provides a framework for resolving conflicts and handling complaints in a fair, transparent, and timely manner.

2. Scope

This policy applies to all members of Parkside Football Club, including players, coaches, officials, volunteers, parents, and supporters. It covers disputes related to conduct, team selection, club decisions, harassment, discrimination, and any other grievances that arise within the club environment.

3. Principles

- **Fairness and Respect:** All parties will be treated with dignity and given a fair opportunity to express their concerns.
- **Confidentiality:** Complaints will be handled discreetly, with information only shared with those necessary to resolve the issue.
- **Timeliness:** All complaints and disputes will be addressed promptly to ensure a swift resolution.
- **No Retaliation:** Individuals who raise concerns in good faith will not face any negative consequences for doing so.

4. Conflict Resolution Process

Step 1: Informal Resolution

- Where appropriate, individuals are encouraged to resolve minor disputes directly through respectful and open communication.
- If the issue remains unresolved, members may seek assistance from a coach, team manager, or club official to facilitate a discussion.

Step 2: Formal Complaint Submission

- If the conflict cannot be resolved informally, a formal complaint may be submitted in writing to the Club Executive Committee via spursfooty@gmail.com.



PARKSIDE FOOTBALL CLUB
EST. 1897
Parkside Magpies
Parkside Spurs
CAV Registration #: A0009709B



- The complaint should include details of the incident, involved parties, and any attempts at informal resolution.

Step 3: Investigation and Mediation

- The Club Committee or designated official will acknowledge receipt of the complaint within fourteen (14) days.
- An investigation will be conducted, including gathering statements from all relevant parties.
- Where appropriate, mediation may be arranged to facilitate a mutually agreeable resolution.

Step 4: Decision and Resolution

- Based on the findings, the Club Committee will determine an appropriate resolution, which may include:
 - A formal apology
 - Mediation or counselling
 - Disciplinary action (e.g. suspension, removal from club activities)
 - Referral to an external authority if necessary (e.g. AFL governing body, legal authorities)
- The decision will be communicated in writing to all involved parties.

5. Appeals Process

- If a party is dissatisfied with the resolution, they may submit a written appeal within ten (10) days of the decision.
- The appeal will be reviewed by senior club officials not involved in the original decision.
- A final decision will be provided within thirty (30) days of the appeal submission.

7. Review and Amendments

This policy will be reviewed annually to ensure its effectiveness and compliance with AFL and community sporting guidelines.

Appendix

For further information, please see the Parkside Football Club's Constitution: Part Two – Disciplinary Action and Part 3 – Grievance Procedure.



PARKSIDE FOOTBALL CLUB
EST. 1897
Parkside Magpies
Parkside Spurs
CAV Registration #: A0009709B



PARKSIDE

FOOTBALL CLUB