

FOOTBALL VICTORIA

COMPLAINTS HANDLING GUIDE

FOR FOOTBALL CLUBS

INFORMAL COMPLAINTS PROCESS

CLUB PROCESS

FOOTBALL VICTORIA

STEP 1
Report your complaint in writing to the club Member Protection Information Officer.

STEP 2
MPIO will contact the Reporter.

Active listening and with empathy.

STEP 3
If the alleged complaint involves children and young people that relates to risk of harm, contact Social Service Regulator.

Refer to Mandatory Reporting guidelines.

STEP 4
MPIO to notify President of Alleged Incident. Refer matter to the club grievance process as per the club constitution & Member Protection Policy.

STEP 5
Book a time with the reporter – Step 1.

STEP 6
Appoint a Complaints Handler to investigate complaint.

STEP 7
Organise a meeting with the parties to mediate a resolution.

Consider Human Rights Charter.

STEP 8
Resolution Outcome

FORMAL COMPLAINTS PROCESS

FOOTBALL VICTORIA PROCESS

FOOTBALL VICTORIA

STEP 1
Reporter must lodge complaint with the club first with the informal complaints handling process.

STEP 2
Complete MPIO Jotform on the FV website.

STEP 3
Football Victoria will review complaint & communicate with the club for further information – Prepare case file.

STEP 4
Football Victoria Complaints Handler to communicate with reporter – Prepare case file.

STEP 5
Complaints Handler to determine outcome aligned with the Member Protection Framework.

STEP 6
Substantiated or unsubstantiated.

STEP 7
Close Case or appoint investigator / Mediator.

STEP 8
Complaints Handler to notify both parties in writing of outcome.