



GIPPSLAND LEAGUE

# GIPPSLAND LEAGUE COMPLAINT PROCEDURE

Updated 1 Jan 2024

## ***PURPOSE***

To ensure that all players, members, spectators, officials and volunteers have a very clear understanding of the process of submitting a complaint regarding an incident relating to the Gippsland League and its stakeholders.



## Complaint Procedures

Unless the Gippsland League determines that a complaint must be subject to formal complaint procedures, the Complainant may choose to make the complaint a formal complaint or an informal complaint.

- I. a formal complaint shall be made using the *Complaint Submission – Notice Of Review* template set out in Appendix 1 and will be formally dealt with under the AFL or Netball Australia guidelines as listed in Section 2.

**NOTE:** Any complaints regarding racial vilification and child safety will be referred as formal complaints

- II. an informal complaint shall be made using the *Complaint Submission – Notice Of Review template* set out in Appendix 1 to these guidelines (Informal Complaint). All complaints shall be dealt with promptly, seriously, sensitively and confidentially.

### 1) Informal Complaints (including Gippsland League code of conduct breaches)

#### a) Submission

If an Informal Complaint must be submitted by the official notice of review form

The submitted the form must include the following:

- I. Time and date of the alleged incident;
- II. Alleged offending person (including their affiliated club)
- III. Notes about the complaint including details of the incident;
- IV. What outcome/how the Complainant wants the problem resolved and if they need support;

#### b) Process of investigation

- I. Complaints relating to alleged breaches of the Gippsland League code of conduct and any other informal complaints will be investigated at the discretion of the Gippsland League. This may include the following:
  - a) By using any reasonable measures to establish the facts of the alleged incident (including by interviewing any relevant Person and taking witness statements).
  - b) By engaging a third party, appropriately qualified investigator to assist with an investigation.
  - c) Any other method at the discretion of the Gippsland League.
- II. After receiving a complaint the following notice of reviews will be distributed;
  - a) Alleged offending person club representative
  - b) Club representative of the complaint submission
  - c) Gippsland League Board of Management chair (via cc)

These notice of reviews will include the original incident report and action requested by the Gippsland League including the dates required for response.



## **c) Decision following an investigation**

On completion of an investigation the Notice of Review and notes will be distributed to the Gippsland League Board of Management who will assess the incident and following the next available BoM meeting do the following:

- I. Process a Notice of Breach including any associated penalties
- II. Refer the incident to an Independent Tribunal
- III. Issue a Notice of Dismissal
- IV. Deal with the matter in such other manner as the Gippsland League determines including to conciliate or mediate the matter or issuing a warning letter or dismissing the matter altogether.

## **d) Time limitation**

- I. Complaints must be submitted by 5:00pm no later than two business days after alleged incident. For reference if the incident occurred on a weekend the deadline for submission is 5:00pm on Tuesday following the matchday.
- II. Notice of Review must be issued by 5:00pm Friday of the week that the incident report is received unless the report is received after Tuesday 5:00pm where the Gippsland League will have until 5:00pm the following Friday to distribute a Notice of Review.
- III. The investigation will be completed within 5 business days of the distribution of the Notice of Review.

## **e) Levy of fee**

An administration fee of \$250 is to be included to process a complaint, which may be refunded if the Gippsland League determines that the complaint is not frivolous. A receipt of payment must be submitted with the notice of review form.

## **f) Withdrawal of complaint**

A complaint submitted cannot be withdrawn by the submitting party after it has been submitted, unless otherwise approved by the Gippsland League.

## **2) Formal Complaints**

Formal Complaints will be dealt with under the processes outlined as per below;

### **a) *Football and club related complaints***

Alleged formal breaches of the AFL Member Protection Policy As per the National Community Handbook section 23

### **b) *Netball related complaints***

Alleged formal breaches of the Netball Australia Member Protection Policy as per the Netball Australia Netball Integrity Policy Framework, Conduct & Disciplinary Policy Section 2



## APPENDIX 1 - Complaint Submission Form

### Notice of Review

Date:

To: Gippsland League

(a) **Type of complaint**

Alleged breach of:	Yes / No (circle applicable)
AFL National Community Football Policy Handbook	Yes / No If Yes, please specify Section:
Netball Australia Member Protection Policy	Yes / No If Yes, please specify Section:
Gippsland League bylaw or code of conduct policy	Yes / No If Yes, please specify:

**Note:** Vilification and Child Safety complaints processes to be handled under the parameters of the AFL National Community Handbook

(b) **Who is the complaint about?**

Please provide details regarding the Person the subject of the complaint.

Person	Yes / No (circle applicable)
Player	Yes / No
Coach	Yes / No
Football Official	Yes / No
Parent / Spectator	Yes / No
Umpire	Yes / No
Club	Yes / No
Other	Yes / No
Please provide any additional details about the Person(s) (name, Club, role, player number, other identifying information)	



**(c) Complaint details**

Please provide details regarding the nature of the complaint.

Questions regarding complaint	Answers
When did the incident occur or issue first arise? - date and time	
Where did the incident occur? - address - location within the venue or premises where the incident(s) occurred	
What occurred? - any relevant background information including anything leading up to the incident; - exactly what happened, was observed or was said or was posted - duration of the incident - anyone else involved in the incident - if during a match, what teams were playing & in what grade - if multiple incidents, provide as much detail of each as possible	
Has the incident or issue already been reported? If so, who to and when and what action, if any, was taken?	
Any other information you wish to provide that may be relevant to assessment and resolution of the complaint.	

**(d) Supporting evidence**

Please provide details of any supporting evidence attached with this Complaint Submission Form.

Type of evidence	Yes / No (circle applicable)
Witness statements attached	Yes / No If Yes, please provide details:
Other witness names and contact details	Yes / NO If Yes, please provide details:
Film or images of incident attached	Yes / No If Yes, please provide details:
Other evidence	Yes / No If Yes, please provide details:



**(e) Type of complaint**

Unless the Gippsland League determines that a complaint must be subject to formal complaint procedures, the Complainant may choose to make the complaint a formal complaint or an informal complaint.

Formal	Yes / No (if yes, must be accompanied by \$500 deposit)
Informal	Yes / No
If informal, action requested to fix the issue for the complainant	

**Informal complaint** form to be lodged with the General Manager within **2 business days of the incident** taking place along with a \$250 deposit. Deposit may be returned upon a guilty notice of charge or guilty tribunal verdict.

**Formal complaint** form to be lodged with the General Manager within **5 business days of the incident** taking place along with a \$500 deposit. Deposit may be returned upon a guilty notice of charge or guilty tribunal verdict.

Gippsland League Inc: BSB- 013610 Account Number – 483709873

Receipt to be email to [gm@gippslandleague.com.au](mailto:gm@gippslandleague.com.au) with this form

**(f) Person making complaint**

Your name	
Your Club	
Your role	
Your email	
Your phone number	
18 years of age or older?	Yes / No

Signed: .....

Print Name: .....

Date: .....