



PO Box 676 LANE COVE NSW 1595

P 02 9431 8648 F 02 9431 8677

admin@lcfc.com.au

www.lcfc.com.au

COMPLAINT HANDLING PROCEDURES

Included in the Lane Cove Football Club (the Club) Mission Statement is that the Club “aims to offer players of all backgrounds and capabilities an opportunity to play ‘the world game’ in a friendly and welcoming environment.” [The NSFA Member Protection Policy](#) and the Club Complaint Handling Procedures (this document) are designed to support our commitment to our Mission.

The Club takes all complaints seriously - for both on and off-field behaviour. We endeavour to provide a professional and approachable point of contact for those who need advice, information, to provide feedback and/or make a complaint.

More serious complaints may be escalated to Football New South Wales (FNSW) or Northern Suburbs Football Association (NSFA). The Club’s complaints handling procedures are based on the NSFA guidelines.

If the complaint relates to suspected child abuse, neglect, sexual assault or other criminal activity, then the Club may need to report the behaviour to the police and/or relevant government authority. They can also be reported to the NSW Department of Communities and Justice (DCJ) Child Protection Helpline on phone 132 111 (24hr helpline) or visit the Family & Community Services [website](#).

Step 1: If safe and appropriate, talk with the other person/people. In the first instance, you should try to sort out the problem with the person or people involved if you feel able to do so. However, if the complain relates to an allegation or suspicion of a child protection concern, it will not be appropriate for you to speak directly with the other person. In these circumstances, you should proceed directly to Step 3.

Step 2: If Step 1 does not resolve the issue, or it is not possible or reasonable for you to do so, and/or you are not sure how best to handle the problem, then seek advice from your Age Coordinator or Team Manager. If they are unable to help you resolve the issue, or if the complaint is of a sensitive or personal nature and you feel uncomfortable discussing this with your Age Coordinator or Team Manager, then please try Step 3.

Step 3: Contact the Club Member Protection Information Officer (MPIO) (mpio@lcfc.com.au) and/or the Club President (president@lcfc.com.au).

The MPIO and /or Club President will:

- Seek to understand the nature and extent of the complaint through listening and asking questions
- Ask what result/how you want the problem resolved and what support you need
- Provide possible options for you to resolve the problem
- Explain how the Complaints Procedure work
- Act as a support person in talking to the person/people being complained about
- Keep a written record of Informal Complaint
- Refer you to an appropriate person, e.g. community mediation centre, to help you resolve the problem, if necessary



PO Box 676 LANE COVE NSW 1595

P 02 9431 8648 F 02 9431 8677

admin@lcfc.com.au

www.lcfc.com.au

- Refer the complaint to Football New South Wales if needed
- Inform the relevant government authorities and/or police if required by law to do so
- Where possible and appropriate, maintain confidentiality but not necessarily anonymity

Step 4: After talking with the MPIO and/or Club President, you may decide:

- There is no problem.
- The problem is minor, and you do not wish to take the matter forward.
- To try and work out your own resolution (with or without a support person such as the MPIO).
- To seek a mediated resolution with the help of a third person (such as a mediator); or
- To make a formal complaint to the MPIO in writing.

Step 5: Formal Complaints:

If informal approaches have not resolved your complaint satisfactorily, or are not appropriate or possible, you may:

- Make a formal complaint in writing. The Club MPIO or Club President will then forward it to the NSFA, or
- Approach a relevant external agency such as an anti-discrimination commission, for advice. On receiving a formal complaint and based on the material the complainant has provided, the MPIO of NSFA will decide the actions to resolve the matter.

LCFC will endeavour to support complainants throughout the process through the Club President's and MPIO's actions in handling and managing the complaint and through open and transparent dialogue with the complainant.

LCFC will keep an electronic copy of all written complaints made on file, along with all relevant supporting and other documentation, for a period of at least three (3) years from the date of the complaint.

For further information on the NSFA process please refer to the Complaint Handling procedures in the [Member Protection Policy](#) document on the NSFA website.