



Policy 5.01 Complaints, Disputes and Appeals

Introduction

This policy applies to all employees, service users, external contractors, volunteers, Directors or other stakeholders including general members of the public and ensures that they are free to raise and have resolved, any complaints or disputes they may have regarding Wanderers Football Club or one of its services or employees.

Policy Statement

Wanderers Football Club is committed to ensuring that any complaint or dispute will be received and dealt with in a timely manner, minimising fear of retribution and ensuring equitable treatment of everyone.

Scope

This policy applies to all employees, participants, volunteers, Directors including general members of the public and external contractors.

Principles

Wanderers Football Club will ensure that:

- All individuals are informed of their rights and responsibilities at the earliest stage of their involvement with our Club.
- All complaints will be treated seriously and addressed expediently within appropriate designated timeframes under relevant policies/legislative requirements.
- All aspects of the complaints process will be conducted in a private and confidential manner.
- Options for anonymous feedback is provided at Wanderers Football Club service sites.
- Complainants will be advised of their right to have a support person and/or advocate.
- The principles of natural justice/due process will apply to and guide the complaints process.
- No individual is refused engagement on account of past complaints or grievances.

Definitions

A complaint is defined as an issue that cannot be resolved by informal processes and that requires elevation to a higher authority.

Process

Employees

1. The complaint should first be handled by the staff member's line manager.
2. If the employee cannot resolve the issue at that level, they should then make an appointment to meet with the Executive.
3. The employee should refer to the Complaints Procedure and follow the steps when making a formal complaint. A third-party investigation officer will be allocated if applicable within the Club.
4. If required, external support will be made available for persons affected.



5. For employees found to have breached this policy, disciplinary action may include an official warning, formal apology, counselling, demotion, transfer, suspension or dismissal or any other appropriate action as deemed by the Club.

Participants

1. The participants or their advocate should discuss the complaint with the other person involved in order to attempt to resolve the conflict at the point of contact.
2. Should the individual not feel satisfied that the conflict is resolved at the point of contact, the individual should discuss the incident with their key contact in Wanderers Football Club.
3. The individual and their advocate (if applicable) should be referred to the complaints procedure and follow the steps necessary to lodge a formal complaint.
4. The completed complaint form or written complaint should be forwarded to the Executive who will seek resolution as per the Complaints and Disputes Procedure.

External Contractors, Directors and Volunteers

1. An external contractor, Director or volunteer of Wanderers Football Club should attempt to address and resolve the matter at point of contact with the persons involved (with the exception of service user complaints).
2. The complaint form or written complaint should be forwarded to the person in charge of relevant department. In relation to Director complaints these should be directed to the Executive in the first instance for further action.
3. The Executive will seek resolution as per the Complaints and Disputes Procedure.
4. In reference to Director complaints, the Executive will engage the Board Chair or third party external to Wanderers Football Club as appropriate.

Any other party

1. The complaint should first be received by the first point of contact at Wanderers Football Club then directed to the appropriate individual to respond.
2. If the complainant is not satisfied and the matter cannot be resolved at the point of contact, then the complaint should be formalised and elevated to management level.
3. The complainant should be provided with a copy of the Complaints and Disputes Policy and Procedure and offered support to resolve their complaint.
4. The individual who receives the complaint should follow the procedure for investigating and resolving the complaint.

Appeals

In the event that a complainant is dissatisfied with the outcome of the complaints process then they have the right to appeal the decision. All complainants have access to an appeals process without the threat or fear of retribution.

The following principles apply to appeals:

- Staff have the right to contact Fair Work Australia in relation to any unresolved complaint they have regarding the conditions of their employment, the workplace or any other employment related matter.
- Other stakeholders have the right to appeal the outcome of the complaints process in the event that the process has been mishandled in any way. An appeal to higher authority can be directed to the Wanderers Football Club Board or to the funding body if warranted.



An individual may escalate a human rights complaint to the Queensland Human Rights Commissioner if 45 days have elapsed and the individual has either not received a response to the complaint or has received a response the individual considers to be inadequate. Information regarding the Human rights commission is available on their website

Related Legislation or Standards / Departmental Documents

Complaints Principles 2014

User Rights Principles 2014

Disability Discrimination Act 1992

Queensland Anti-Discrimination Act 1991

United Nations Declaration of Human Rights 1948

Human Rights ACT 2019

Related Policies and Documents

5.01 Complaints and Disputes Procedure

Complaint Form

5.1.3 Staff Grievance procedure