



# COMPLAINTS POLICY

## PROCEDURE AND PROCESS





# Purpose

The purpose of this policy is to ensure Kick It Touch Football complaints are managed fairly, to maintain staff procedural integrity and ensure the safety and well being of participants is upheld.

This policy recognises the diverse nature of complaints that may arise through Kick It Touch Football activities and events, as well as through other policies and procedures.

Kick It Touch Football acknowledges that all participants, parents, guardians, staff, volunteers and broader members of the community have the right to provide feedback or complain about matters of concern.

This policy highlights the framework which complaints are received, managed and resolved.

# Policy Statement

Kick It Touch Football has a strong commitment to a complaint framework that is responsive, utilised and approachable.

All complaints are handled in a manner that is fair, respectful and focused on the persons at risk. Kick It Touch Football will ensure the privacy of those involved in the complaint process where possible.

Kick It Touch champions a culture that welcomes feedback and complaints, empowering all parties on the views and opinions that affect them.

**As part of this policy, Kick It Touch Football will;**

- Ensure access to the complaints policy online.
- Manage complaint information confidentially.
- Ensure complaints are acknowledged, assessed and handled in a timely manner.
- Report any complaint to the relevant authorities if required by law.
- Record the intake, assessment, management and resolution of all complaints to continually improve our policies, procedures and systems.
- Offer appropriate support to individuals involved in the complain process.

# Complaint Goals & Responsibilities

Kick It Touch applies the following principles when managing complaints;

- Participants and parents have the right to voice concerns.
- Complaints are resolved in a timely manner.
- Assessment and management of complaints is done objectively.
- Constant improvement as a result of complaints.

## **Participant and parent responsibilities are as follows;**

- Work with coaches, volunteers, managers and/or the director to resolve a complaint.
- Provide a clear description of the complaint and desired outcome.
- Understand that resolving complaints can take time.
- Cooperate in a respectful way.

## **Complaint Process:**

- In the first instance, the participant or parent should talk to their coach to resolve the issue.
- If the matter can't be resolved, the participant or parent will talk to a manager or director to find a resolution.
- Complaints can be made in-person or online.

# Complaints Handling Process

## **Receive and Assess:**

Acknowledge the complaint promptly and document all information. Assess the risk and urgency of the issue to determine the appropriate course of action.

## **Action and collect:**

Review the complaint thoroughly and involve necessary parties as required. Gather as much information as possible to clarify concerns.

## **Analyse and outcome:**

Review the facts based on the information gathered. Clearly communicate the outcome, including the resolution or remedial actions.

## **Close and improve:**

Formally close the complain for relevant parties. Use information and feedback to identify opportunities that Kick It Touch can improve.