

**ISSUE RESOLUTION POLICY & GUIDELINES****PROCEDURE**

Issue	Raised With
Football or team related	Football Manager or Operations Manager
Netball or team related	Netball Coordinator or Netball Coach
General Issue or Member Issues	Exec Committee Members
Private and Personal Matter	Member Protection Officer

Team Managers and Coaches

If a Team Manager or Coach has a game day complaint(s) relating to other clubs this Complaint needs to be conveyed to the Operations Manager/Football manager /Netball Coordinator after the match. The complaint is assessed, and the President/Executive Committee notified. Depending on the nature of the complaint it will either be dealt with Club to Club or referred to the PFNL board.

All persons must take reasonable actions to avoid situations that could cause significant injury or harm to health of players, officials, or the public. If any hazard is identified the Committee are to be informed as soon as possible

Club members /players-inter club.

When a player/member has reported an issue, the Football Manager/Operations Manager/Netball Coordinator or the Executive Committee and the claimant, must meet and try and resolve the issue. Any football, netball or team related issue reported to the Executive Committee, where the Football Manager /Operations Manager/Netball Coordinator has not been given the initial opportunity to resolve any such issue, will be referred to the Football Manager/ Operations Manager/Netball Coordinator for a resolution.

Where the initial parties cannot resolve the issue, the Football Manager/Operations Manager/Netball Coordinator should refer the matter to the Executive Committee, President, or Secretary as soon as possible for a resolution.

Member Protection Officer

The Member Protection Officer is the first point of call in the club for any enquiries, concerns or complaints about Child Protection, Harassment, Abuse, Discrimination, Racial Discrimination and Victimisation.

The MPO provides confidential information and support to the person with the concern or who is alleging harassment and offer options for the resolution of issues or complaints.

Discipline and Penalties Committee

The Club shall establish a Discipline and Penalties Committee comprising of the President,

Vice President Secretary and Operations Manager to resolve the complaint. This may vary to include any other member of the Executive Committee.

If the complaint remains unresolved the Committee will follow DISCIPLINARY ACTION, DISPUTES AND MEDIATION process set out in the Mandurah Mustangs Constitution

Only the Club President is authorised to make public statements on behalf of the Club.