



Mornington Soccer Club Complaints & Disciplinary Policy

Introduction

Like any organisation, it is important that there is a formal complaints and disciplinary process to deal with issues and resolve them within the club. Complaints and disciplinary issues will be dealt with by the Committee with a minimum of 3 members including President or Vice-President.

Principles

The policy is based on the following principles:

- All parties will be treated fairly and equally
- All parties will be given the opportunity to be heard and present their case
- The accused is innocent until proven guilty

Complaints Process

- In the event of an incident and until the matter is heard, Club Officials can take immediate action to prevent the situation escalating.
- Any club member or official can make a written or verbal complaint about any incident relating to any other club member regardless of whether immediate action was taken at the time.
- On receipt of each complaint, the Committee will, where practicable, make every effort to resolve disputes by informal discussion.
- If the matter cannot be resolved informally then a formal Committee hearing will be held to resolve the matter.

Disciplinary Process

- All parties will be called to a hearing within 14 days of receipt of the formal complaint
- If any party is under 18 years of age, then they must be accompanied by an adult
- All parties are allowed to bring witnesses to support their case
- Notes will be taken during the hearing
- The Committee, President or Vice-President will announce the decision within 5 days or as soon as practical
- The powers of Committee include the following:
 - issue verbal/written reprimand
 - suspension for a specified period of time
 - expulsion from the club