



Vasse Soccer Club

Complaints Policy

Policy Statement

Vasse Soccer Club (VSC) is committed to providing a safe, inclusive, respectful, and positive environment for all members, players, coaches, officials, volunteers, parents, and spectators.

VSC encourages individuals to raise concerns or complaints when they believe that conduct, behaviour, decisions, or actions have not met the standards outlined in the Club's Constitution, Codes of Conduct, Policies, or relevant governing body regulations. All complaints will be treated seriously, handled fairly, confidentially where appropriate, and assessed in a timely and impartial manner.

The Club aims to resolve complaints at the lowest appropriate level and through open communication whenever possible. Where a complaint requires formal consideration, the Club will follow the procedures outlined in this policy to ensure natural justice, procedural fairness, and consistency in decision-making.

No person will be disadvantaged, victimised, or retaliated against for making a complaint in good faith. Likewise, complaints that are found to be malicious, vexatious, or knowingly false may be subject to disciplinary action.

This policy provides a clear process for lodging, reviewing, responding to, and, where necessary, appealing complaints to ensure the integrity of the Club and the wellbeing of all participants.

The VSC committee will only accept complaints after they have been addressed at a team level either through the coach or team manager, unless the complaint directly involved the coach team manager or member of the committee.

Please note all issues relating to misconduct, as outlined in the Code of Conduct Policy, must be addressed using the process outlined in this policy.

Complaints Process

For all other matters/incidences that are not included in misconduct then members/parent guardians may complete a complaint form. (Appendix A)

If the person making the complaint does not feel comfortable completing Appendix A, then an Executive Committee member or Member Protection Officer member may complete it on their behalf

Appendix A, when completed, must be given to the Secretary within 24 hours of the incident, if it is about a specific incident. The complainant will be notified, within 72 hours if the committee deems the matter serious enough to have a meeting. If no meeting is to occur an explanation of the matter will be given. The complainant will be notified in 72hrs the date and time off Special General Meeting or the next Committee Meeting in which the matter will be discussed.

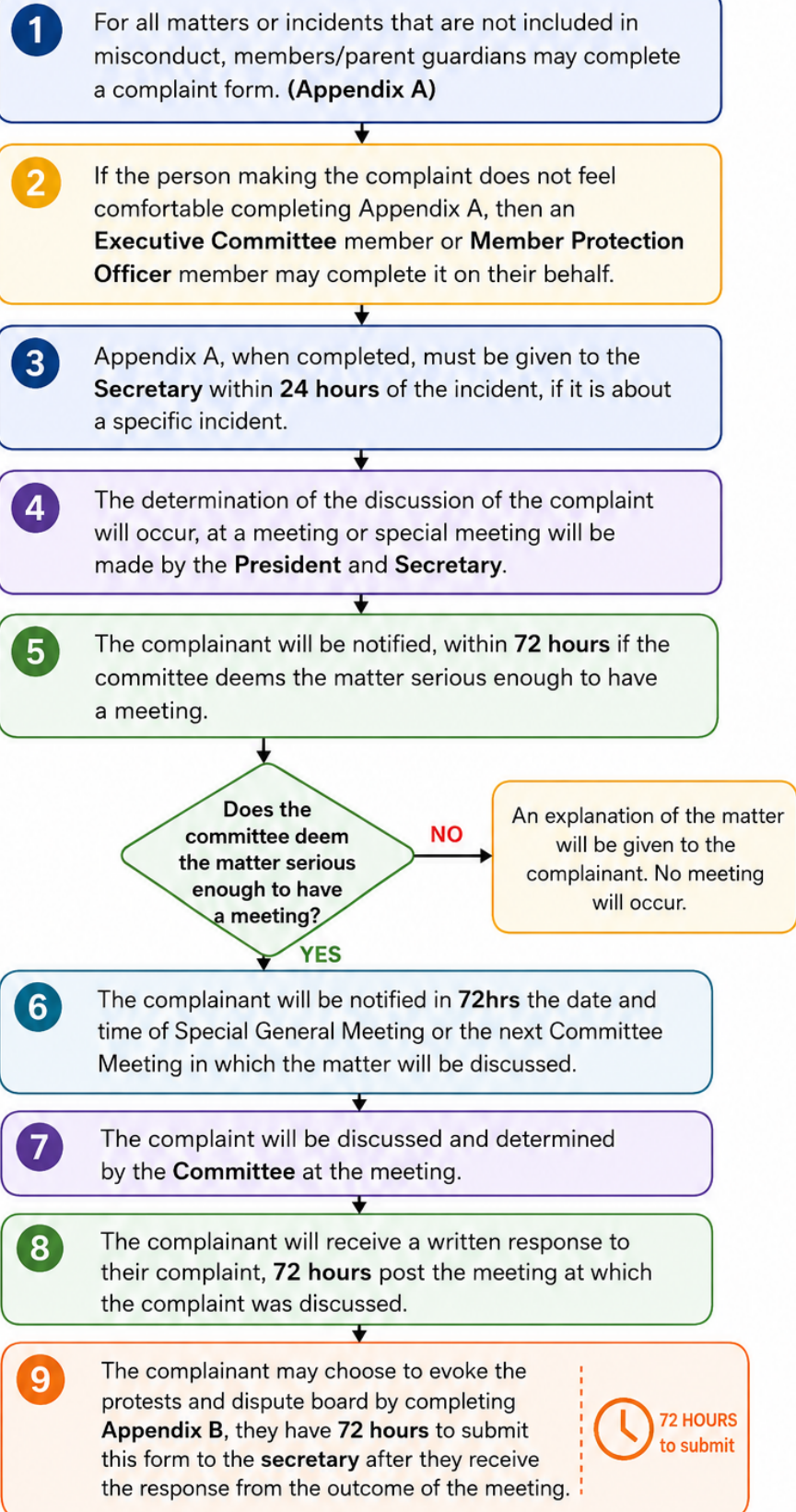
The determination of the discussion of the complaint will occur, at a meeting or special meeting will be made by by the President and Secretary.

The complainant will receive a written response to their complaint, 72 hours post the meeting at which the complaint was discussed.

The complainant may choose to evoke the protests and dispute board by completing Appendix B, they have 72 hours to submit this form to the secretary after they receive the response from the outcome of the meeting.

Created/Reviewed	Name of Creator/Reviewer	Endorsed By	Updates/Version
03/06/2026	B McRae	T Petais, L Webb	End of 2029 season

COMPLAINTS PROCESS



APPENDIX A



Complaint Form

This report sheet is to be completed about incidents occurring within Vasse Soccer Club competition, program or event and must be lodged with the Club Secretary, No complaints will be accepted unless correct procedure is followed. Please see the By Laws for further clarification. Please complete all applicable parts.

Please complete the following:

The name of the person/s the complaint is against (if applicable)

1. If the matter is referred to the "Protests and Disputes Board" you will be required to appear and give evidence. Are you prepared to attend as requested?
☐ Yes ☐ No
2. The Executive Committee shall decide whether this complaint is dealt with. Are you prepared to attend mediation as requested?
☐ Yes ☐ No

Please give specifics of the complaint (including word for word communication or swearing) and list any witness/ witnesses. Please remember that a copy of this complaint shall be provided to all parties named in the complaint.

Are other pages Attached? ☐ Yes ☐ No

Your Name: _____

Signature: _____

Contact details (Phone, email) _____

Your Role / status

☐ Athlete / player

☐ Parent

☐ Coach/Assistant Coach

☐ Spectator

☐ Official / Referee

☐ Administrator (volunteer)

☐ Other please specify _____

Contact Signature: _____

[This Complaint will remain confidential to all members except those required to participate in the investigation.](#)

Appendix B



Dear Executive Committee

I am writing to inform you that I wish to appeal my/the decision
outlined in your letter on the
.....

Can you please let me know at your earliest convenience of the date and time that
the Protests and Disputes Board is going to meet to discuss this,

I understand I must provide a written argument and will be interviewed.

Your sincerely