



ISSUE RESOLUTION POLICY

Rationale

A harmonious club with is one with all members working together to achieve the club's aims. Disagreement may occur in the course of the season, however, clear policy, codes and guidelines with line communication open will reduce the frequency of such disagreements.

Aim

To resolve any issues within the Officer Junior Football Club (the Club) in a timely fashion ensuring all members are fairly heard and committee is well informed.

Implementation

- Any person wishing to raise an issue shall
 - a. Personally contact the appropriate official as indicated below.

Issue	Official
Registration or clearances	Registrar
Fees:	Treasurer
Player or Team related:	Team Manager or Coach
Team Manager or Coach	Football Manager
Canteen:	Canteen Manager
Fundraising Event	Fundraising Manager
Sponsorship:	Sponsorship Manager
Apparel	Apparel Manager
General nature:	Executive Committee member

- b. Provide a letter to the committee which will be tabled and dealt with at the committee level
 - Sometimes a coach or Team Manager may also hold a position on the committee
If a concern relates to a person holding a dual role, contact another committee member
 - Anonymous complaints will not be investigated.
 - Where possible a solution should accompany the complaint
 - As soon as practicable after an issue has been reported, all parties must meet to try and resolve the issue.
 - Where the initial parties cannot resolve the issue it should be referred to the Executive Committee through the President or Vice President as soon as possible
 - In attempting to resolve the issue, all parties should take into account the following factors:
 - The extent of the issue, ie, is it likely to have a wider effect in the Club.
 - The number of players or teams affected.
 - Whether appropriate temporary measures are possible or desirable.
 - The expected time before the issue can be addressed.
 - What resources may be needed to resolve the issue.
 - The consent of the Executive Committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Club President is authorized to make public statements on behalf of the Club in respect to any issue referred to Executive Committee.
 - Any football or team related issue reported to the Committee, where the Team Manager and/or Coach has not been given the initial opportunity to resolve, will be referred back to the Team Manager/Coach.

This policy was last reviewed and ratified by the Officer Junior Football Club Committee in..... June 2010

