

Policy Name: Issues resolution

Policy No: BHFC11

Issue Date: 18-Dec-2023

Previous Issue Date: 03-Oct-2019

Revision No: 02

Next Revision Date: 18-Dec-2025



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1. Purpose and Scope

To describe the Burnside Heights Football Club Inc (BHFC) issues resolution policy.

2. Policy

The BHFC requires that all issues are resolved to the satisfaction of the members and Committee in a timely fashion. Accordingly, the BHFC has approved an issues resolution process and procedure to enable issues to be resolved.

All members have a responsibility to participate in reasonable actions to resolve issues.

3. Procedure

ISSUE

Raised with:

- Football or team related Team Manager or Coach
- General Committee Member

Where possible the person reporting the issue should make suggestions that may resolve the issue. As soon as possible after an issue has been reported, the Team Manager, Coach and/or Committee Member and the claimant, must meet and try and resolve the issue.

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 any such issue, will be referred back to the Team Manager and/or Coach.

All persons must take reasonable actions to avoid situations that could cause serious 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.

RESOLUTION

- Where the initial parties cannot resolve the issue, the Team Manager should refer the matter to the Committee through the Development Coach or Club Secretary.
- In attempting to resolve the issue, all parties should take into account the following factors:
 - The extent of the issue, i.e., if it is 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
- If the matter is still unresolved then the matter can be referred to the Executive Committee and or the President for a final decision to be made.

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- The consent of the Committee must be obtained before any external parties are involved in the resolution of Club issues. Only the Club President is authorised to make public statements on behalf of the Club.
 - The Team Manager and/or Coach may at any time call on Committee Members for assistance.

FURTHER INFORMATION:

President
Vice President