

# DEALING WITH COMPLAINANTS

## POLICY

The Kerikeri Football Club has a system of dealing with complaints about football activities. All complaints will have to be submitted in writing and:-

- State that reasons that Club has failed, or is failing, without good reason to properly perform any of the Clubs functions under the Club charter
- State the reasons why Club has been, or is, alleged to be negligent in performing those functions.
- As soon as practicable after receiving a complaint, the Club appointed person must
- Inform the effected parties concerned with the complaint; and
- ***decide whether to accept or decline the complaint***
- The Club appointed person must, after making a decision to accept or refuse the complaint
- Give written notice of the decision to the person who made the complaint and the effected parties concerned and
- If the complaint is accepted , proceed to investigate the complaint to resolution
- Resolution will be at the discretion of the Club appointed person
- The Club appointed person may decline to accept, and is not required to investigate further, a complaint that he or she considers vexatious or frivolous

## SYSTEM PROTOCOLS:

The Kerikeri Football Club will appoint a single contact communication Club appointed person that will ensure that the complaint does not fractionalise the Club, use unnecessary or excessive resource or create additional burden for the Club as a collective.

### Allocation and procedure

The Club appointed person will ensure the following protocol objectives are achieved:-

- Single contact is maintained
- Club members are trained sufficiently to respond appropriately (i.e. refer to Club appointed person)
- Commitment to collect all information
- A proactive approach
- Communication responses are sent through the Club appointed person
- Responses are verified through a verbal dialogue with other Club members where appropriate
- Acceptance or rejection of complaint is identified clearly
- Right of response is available for any other relevant parties the Club appointed person identifies as involved
- If complaint has been considered to be vexatious or frivolous then the Club will acknowledge this with communication verifying this
- Referring the complaint to the President if necessary