

## AFL GOLD COAST JUNIORS

### ISSUE RESOLUTION POLICY & GUIDELINES

#### Policy

AFL Gold Coast Juniors requires that all issues are resolved to the satisfaction of junior club members and Committee's in a timely fashion. Junior club members consist of committee members, officials, players and spectators. Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled. All members have a responsibility to participate in reasonable actions to resolve issues. The procedures below detail the level of involvement for expediting issue resolution.

#### Procedure

1. Any person wishing to raise an issue shall do so as follows:

If the issue is...	Then, raise it with...
Football or team related	# Team Manager or coach
General in nature	Committee Member

# Where the initial parties cannot resolve the issue, the Team Manager or Coach should refer the matter to the Committee through the Coaching Co-Ordinator, President or Secretary as soon as possible.

2. In attempting to resolve the issues, all parties should take into account the following factors:
  - The extent of the issues, ie, 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.
3. 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.
4. The Team Manager and/or Coach may at any time call on Committee members for assistance.

**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/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.

Any matter not appropriately resolved is to be referred to the President or Secretary.

If in the event all of the above actions have been taken and the matter cannot be resolved by a clubs committee the matter shall be referred, by the President, to AFL Gold Coast Juniors for investigation.