



Hobart City Football Club Complaints Policy

Purpose

Hobart City Football Club is committed to providing a safe, inclusive, and respectful environment for all players, members, volunteers, coaches, officials, and families. This policy outlines how complaints can be raised, managed, and resolved in a fair, timely, and transparent manner.

Key Principles

- Fairness and natural justice – All parties will be treated respectfully and given an opportunity to respond.
- Timeliness and transparency – Complaints will be addressed promptly, with clear communication.
- Confidentiality and child safety – Information will be handled sensitively, prioritising child safety.
- Compliance – The Club will meet all legal and sporting body obligations.

Types of Complaints

Complaints may include discrimination, harassment, bullying, abuse, misconduct, child safety concerns, disputes between members, and breaches of Club policies or Codes of Conduct.

How to Make a Complaint

Complaints should be submitted in writing (via email to play@hobartcityfc.com) addressed to the Club Committee or Member Protection Information Officer (MPIO).

Please include:

- Your name and contact details
- A clear description of the issue
- Names of the person(s) involved
- Dates, times, and locations of the incident(s)
- Any supporting information or evidence
- The outcome you are seeking

Complaint Handling Process

Step 1: Acknowledgement (within 2 business days)

- The complaint will be received by the MPIO or Club Committee.
- Written acknowledgement will be provided within two (2) business days.
- The complainant will be informed of available options, including informal or formal resolution pathways.

Step 2: Assessment and Risk Review (within 3–5 business days)

- The Club will assess the seriousness and nature of the complaint.
- Consideration will be given to any immediate risks, particularly those involving children.
- Where required, the matter may be referred to external authorities or governing bodies.

- **Child Safety Exception:**
If a complaint involves potential harm to a child, the Club will comply with mandatory reporting requirements and notify the appropriate authorities within 24 hours where required by law.

Step 3: Informal Resolution (where appropriate, within 10 business days)

- Where suitable, the MPIO may facilitate informal discussions or mediation.
- If resolved, the outcome will be documented and the matter closed.

Step 4: Formal Investigation (normally within 30 business days)

- If required, the Club will appoint an impartial investigator.
- All parties will have an opportunity to present information and respond.
- Investigations will normally be completed within thirty (30) business days. Any delays will be communicated in writing.

Step 5: Outcome and Notification (within 5 business days of decision)

All parties will receive written notification outlining:

- The findings of the investigation
- Any actions taken (e.g., education, warnings, suspension, or other measures)
- Any relevant recommendations
- Information about appeal rights

Step 6: Appeals (within 7 business days)

- Appeals must be submitted in writing within seven (7) business days of receiving the decision.
- Appeals may be reviewed by an independent panel or referred to the relevant governing body.

6. Confidentiality and Record Keeping

- All complaints will be handled confidentially wherever possible.
- Records will be securely stored for a minimum of seven (7) years.
- Access will be limited to authorised individuals involved in managing the complaint.
- Anonymous complaints may be considered at the discretion of the Club.

7. Child Safety and Mandatory Reporting

Hobart City Football Club takes child safety seriously. Where a complaint involves a child:

- The child's immediate safety will be prioritised.
- Relevant authorities, including child protection services or police, will be notified as required.
- Football Tasmania or relevant governing bodies will be informed where applicable.
- Interim protective measures, including temporary suspension, may be implemented during investigation.

8. External Escalation

If a complainant is not satisfied with the outcome or process, they may escalate the matter to an external organisation, including:

- Football Tasmania or Football Australia
- Sport Integrity Australia
- Relevant State Civil and Administrative Tribunal
- Police or Child Protection Services (for criminal or safety matters)