



Manly United Football Club Complaints and Grievance Policy

1. Purpose

The purpose of this policy is to provide a clear and fair process for handling complaints and grievances within Manly United Football Club. This includes all complaints made by players/parents, coaches, staff, officials, volunteers, members, and spectators, including those submitted anonymously.

The Policy aims to maintain a safe, respectful, and inclusive football environment in alignment with the Club's values and policies, and the regulations of Football NSW and Football Australia.

The Policy is aligned with Football NSW Member Protection Policy and Football Australia National Complaints Procedure.

This Policy operates as the Club's central complaints pathway, but specific matters may also be managed under other Club policies, including the Disciplinary Policy, Diversity, Inclusion and Racial Equality Policy and Sexual Harassment and Inappropriate Behaviour Policy.

2. Scope

This Policy applies to all individuals associated with Manly United Football Club in any capacity. It applies to behaviour and conduct occurring at club events, training sessions, matches, social functions, social media, and any setting where individuals represent or are identified with the Club.

3. Principles

- **Accessibility:** Complaints can be made by any individual associated with the Club.
- **Confidentiality:** Complaints will be handled sensitively and confidentially.
- **Fairness:** All parties will be treated fairly and with respect.
- **Timeliness:** The Club is committed to addressing all complaints in a timely and fair manner. While the complexity and nature of some issues may require extended investigation, we will use our best endeavours to address complaints within 30 business days of receipt.
- **Protection:** Individuals raising concerns in good faith will not face retaliation.
- **Procedural fairness:** A person who is the subject of a complaint will, where appropriate and subject to safety and confidentiality considerations, be informed of the substance of the complaint and given a reasonable opportunity to respond.
- **Safety first:** The Club may take interim steps to manage immediate safety, welfare or integrity risks while a matter is assessed or investigated.
- **Conflict management:** Any person with a material conflict of interest should not make decisions about the complaint unless the Board determines there is no practical alternative.

4. Types of Complaints

This policy covers complaints related to:

- Discrimination, harassment, bullying or abuse



- Breaches of the Club's Code of Conduct
- Player, parent, coach, or official behaviour
- Safety and welfare concerns
- Club operations, management, or facilities

Complaints may be:

- **Informal:** A concern raised verbally or in writing that may be resolved through discussion or mediation.
- **Formal:** A written complaint requesting a formal review or investigation.
- **Anonymous:** A complaint submitted without identifying the complainant (see Section 6).

5. Policy Routing

The Club will assess the nature of a complaint and may manage it under the most appropriate Club policy or external process. The following guide applies:

Matter	Likely pathway
Sexual harassment, sex-based harassment, hostile environment, inappropriate relationship or victimisation	Sexual Harassment and Inappropriate Behaviour Policy and this Policy
Discrimination, racism, vilification or exclusion	Diversity, Inclusion and Racial Equality Policy and this Policy
Football/team discipline, training conduct or matchday behaviour	Disciplinary Policy and/or Codes of Conduct
Serious welfare, safety, criminal or child protection concern	Immediate Club assessment and possible external referral

6. Complaint Handling Procedure

Step 1: Raise the Complaint

Concerns should be raised with the Club via any of:

- Club's Member Protection Information Officer (MPIO) (ref: <https://www.manlyunitedfc.com.au/member-protection/>)
- Chief Executive Officer (ceo@mwfa.com.au); or
- any Board Member.

Step 2: Acknowledgement and Initial Assessment

- The Club will acknowledge receipt (where practicable) and assess the complaint based on its nature, severity, and urgency.



- Minor issues may be resolved informally. More serious matters may require investigation or referral.
- Complaints that are offensive, abusive, or defamatory in nature and lacking substance will not be actioned.

Step 3: Investigation (if required)

- A fair and impartial investigation will be conducted.
- Both the complainant and the subject of the complaint will have the opportunity to present their perspectives.

Step 4: Resolution

- The Club will determine an appropriate outcome, which may include mediation, a warning, suspension, or referral to Football NSW.
- The complainant (if known) will be informed of the outcome (where appropriate) subject to privacy constraints.

Step 5: Escalation

- **If the complainant is not satisfied, they may escalate the matter to Football NSW under the National Complaints Procedure.**

7. Anonymous Complaints

Manly United FC accepts anonymous complaints; however, the Club's ability to investigate and respond may be limited. The Club will review anonymous complaints to assess:

- Credibility and specificity
- Alignment with the Club's and governing bodies' policies
- Severity of the concern

Anonymous complaints that raise legitimate safety, welfare, or conduct issues will be acted upon where possible. Offensive, abusive, or clearly malicious anonymous submissions **will not** be actioned.

All stakeholders are encouraged to raise concerns respectfully through the appropriate channels to support a safe, fair, and inclusive environment for all

All anonymous complaints will be logged by the Club for transparency.

8. Record-Keeping and Confidentiality

All complaints and outcomes will be documented and stored securely. Information will be shared only with those who need to know to address the matter appropriately. The identity of complainants will be protected to the extent possible, in accordance with procedural fairness and privacy obligations.

9. Protection from Victimisation

No person will suffer detriment for making a genuine complaint or assisting in an investigation. Any retaliation will be treated as a serious breach of conduct.



10. Related Policies and Framework

This document forms part of the Club's Safeguarding & Policy Framework and should be read together with:

- MUFC Codes of Conduct (Player, Parent/Spectator and Coach)
- MUFC Complaints and Grievance Policy
- MUFC Disciplinary Policy
- MUFC Diversity, Inclusion and Racial Equality Policy
- MUFC Sexual Harassment and Inappropriate Behaviour Policy
- Football Australia and Football NSW member protection, safeguarding and disciplinary frameworks

The Club may refer any matter, in particular, those that involve child safety, criminal conduct or a serious welfare concern, to Football NSW, Football Australia, police, child protection authorities or other external agencies as appropriate.

11. Policy Review

This Policy will be reviewed annually or as required, including by changes in law or Football NSW or Football Australia procedures.

12. References

- Football NSW Member Protection Policy (<https://footballnsw.com.au/members/members-protection/>)
- Football Australia National Complaints Procedure (<https://www.footballaustralia.com.au/sites/ffa/files/2021-07/National%20Complaints%20Procedure.pdf>)
- Football Australia National Code of Conduct and Ethics (<https://www.footballaustralia.com.au/sites/ffa/files/2021-07/National%20Code%20of%20Conduct%20and%20Ethics.pdf>)

**This updated policy was approved by the Manly United FC Board of Directors
18 May 2026**