



Flagstaff Hill Football Club

"Success through CLUB SPIRIT, JUNIOR DEVELOPMENT & CONSTANT IMPROVEMENT"

PROCEDURE

Dealing With Complaints, Breaches Of Conduct Agreements & Child Protection Policy

- All complaints or breaches of the conduct agreements must be reported to the President or Chairman of the Flagstaff Hill Football Club
- All complaints or breaches of the Child Protection Policy must be reported to the President, Chairman or Child Safe Officer. Attachment 5 (Reporting Forms) from the Child Protection Policy will be completed by the person taking the complaint.
- The President, Chairman and Child Safe Officer (where relevant) will promptly discuss the issue and develop a strategy for addressing the issue which may include:
 - ... Meeting with the individual / parties concerned
 - ... Referring the matter to a team leadership group
 - ... Referring the matter to a disciplinary committee
 - ... Disciplinary action
 - ... In the case of child abuse, the Child Safe Officer will report the incident to the Child Abuse Report Line on 13 14 78. (as per Section 3 of the FHFC Child Protection Policy). It is the role of Families SA staff to assess the notification and determine whether action is warranted
 - ... Provision of relevant support to individual/s involved
 - ... Review and implementation of processes / procedures to ensure a similar incident does not re-occur
- All reports will be dealt with in an impartial, sensitive, consistent, fair, timely and confidential manner
- All reports and outcomes will be recorded and stored securely