



# **CLARENCE FOOTBALL CLUB**

## **ISSUE RESOLUTION POLICY**

The Club's objective is that all issues whenever possible are resolved to the satisfaction of the players, staff volunteers, members and Committee in a timely fashion.

Accordingly, the following issue resolution procedures have been developed to enable this objective to be fulfilled. Anyone who has issues of concern has 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:

### **ISSUE RAISED WITH**

<b>ISSUE</b>	<b>RAISED WITH</b>
Football or Team related	Team Manager or Coach
General Nature	Committee Member

Where possible the person reporting the issue is strongly encouraged to also make suggestions that may resolve the issue.

As soon as possible after an issue has been reported, the Team Manager, Coach and/or Committee Member and the claimant, must meet and try and resolve the issue.

2. Where the initial parties cannot resolve the issue, the Team Manager should refer the matter to the Committee through the Football Manager, President or Committee Members as soon as possible.
3. In attempting to resolve the issue, all parties should take into account the following factors:
  - 3.1 the extent of the issue, i.e. if it is likely to have a wider effect in the Club
  - 3.2 the number of players, staff, members, volunteers affected
  - 3.3 whether appropriate temporary measures are possible or desirable
  - 3.4 the expected time before the issue can be addressed
  - 3.5 what resources may be needed to resolve the issue
4. The consent of the Committee must be obtained before any external parties are involved in there solution of Club issues.

Only the Club President is authorised to make public statements on behalf of the Club.
5. 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