

FGC Complaints Process

Complaint – You are unhappy about a situation. Your first point of call is your club.

Club – All complaints must be first heard at the club. If the club are unable to solve the issue and need further assistance the club committee will email Football Gold Coast.

FGC – Only once you have tried to resolve the issue with your club the next option is to email FGC. Email FGC at admin@footballgc.com.au. If you are unhappy with the process taken by the FGC then it will progress to the FGC Board.

Board – The situation will now be handled by the FGC Board for investigation.

You must use these steps in order. All complaints made to FGC need to be done in writing otherwise we cannot act on it.

If you make a complaint to FGC about a Club and you have not attempted to resolve the matter through the sport, in most cases you will be referred back to the Clubs own complaints handling procedures to follow before FGC will conduct any review or investigation.

Making a Complaint

You can make a complaint to Football Gold Coast (FGC) regarding FGC decisions, services and staff along with any ongoing complaints not resolved with your associated Club, via the online form found at:

What should be included in the complaint?

When making a complaint you need to provide the following details via the online complaints form:

- Your name and contact details (complaints may also be lodged anonymously; however if you do not provide any contact details we are not able to provide a response to your complaint)
- Details about if the complaint relates to FGC or to one of our Clubs
- A factual and concise outline of the issues; providing sufficient detail that will enable us to assess and process the complaint
- Where relevant, copies of any documents relating to your complaint, and
- Details of any prior contact with FGC or the relevant associated Club including details of any staff you have been corresponding with.

How will the complaint be handled?

FGC's complaint handling process is as follows:

- Upon lodging a complaint through the online complaints form you will receive an immediate confirmation of its receipt.
- Within two working days you will receive acknowledgement from the FGC Complaints Officer which will include confirmation of how your complaint will be managed.
- Should an extended period of time be required to investigate and address the issues raised, you will be advised about this requirement including an approximate timeframe for conclusion.
- A final determination will be provided to you in writing, including details of:
 - ✓ Assessment undertaken
 - ✓ Conclusion reached, and
 - ✓ Further options available to you if you are not satisfied with the outcome.

Rights when making a complaint

When lodging a complaint you have the right to:

- Have your complaint dealt with in a fair, efficient and courteous manner



- Have information identified by you as confidential, treated as confidential by FGC
- Be informed of the criteria and processes for how your complaint will be dealt with, and
- Be informed of our determination in relation to your complaint and the reason for the response.

Some important points

- For complaints relating to a Club, we strongly recommend you seek to resolve your complaint directly with them in the first instance. Details of how to make a complaint can be found in the Member Protection Policy on the FGC web site. If you make a complaint to FGC about a Club and you have not attempted to resolve the matter through the sport, in most cases you will be referred back to the Clubs own complaints handling procedures to follow before FGC will conduct any review or investigation.
- The Play by the Rules website www.playbytherules.net.au has information about dealing with harassment, discrimination and child protection issues in sport. This information may be of value to you in deciding how to proceed with your complaint.
- If you are making an anonymous complaint our capacity to investigate the issue is limited.
- FGC will maintain your confidentiality and will not disclose your personal details without first obtaining your permission.
- FGC may not respond to messages which are deemed vexatious, contain abuse, or material clearly intended to intimidate staff.